

3/6/M

Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-1)
FRONT OFFICE – I
Subject Code : BHM-115
Paper ID : [C0308]

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION-A

Q1. Write briefly :

1. Define Tourism.
2. Why do people travel?
3. What do you understand by Downtown hotel?
4. Define Twin Room.
5. Write the no. of rooms of a Large Hotel.
6. What do you understand by Rack rate?
7. Explain the meaning of Time Share hotel.
8. What does term Overbooking mean?
9. Define Stay Over.
10. Describe Key control in brief.

SECTION-B

- Q2. What are the advantages of Sole Ownership in Hotel business?
- Q3. Write duties and responsibilities of Front Office Manager.
- Q4. What broad functions does a front office system provide?
- Q5. Explain in brief about Guest Cycle.
- Q6. On the basis of Location classify Hotels.

SECTION-C

- Q7. Write a note on evolution & growth of Hotels.
- Q8. With the help of HUBBART formula how a hotel can fix its Room Tariff?
- Q9. Explain the advantages & disadvantages of partnership in Hotel business.



29/12
M

Roll No. _____

Total No. of Pages : 02

Total No. of Questions : 18

BHMCT (Sem.-1)
FRONT OFFICE-I
Subject Code : BH-115
M.Code : 14508

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION-A

Write short notes on :

1. Suite
2. Timeshare
3. Condominium
4. Hubbart formula
5. Tourism
6. Hospitality
7. Hotels
8. Check in
9. Rack rate
10. Corporate rate

SECTION-B

11. What are the personality traits of a front office executive?
12. Draw a neat layout of the front office department?
13. Write a short note on duties and responsibilities of a front office employee?
14. What is Hubbart formula and how is it used to calculate the tariff?
15. Write a short note on hotels, their evolution and growth?

SECTION-C

16. Explain in detail the different methods of classifying hotels?
17. What are various departments in a hotel? Also explain its interdependence and inter relationship with other departments.
18. Write a detailed note on the front office equipments used in a hotel.



NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC case against the Student.

9/Dec/16 (m)

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-1)
FRONT OFFICE-I
Subject Code : BH-115
Paper ID : [C0308]

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION-A

1. Define the term :

- (a) Cabana
- (b) Check-in
- (c) Corporate Rate
- (d) Affiliated Hotels
- (e) American Plan
- (f) Define Hotel
- (g) Group
- (h) Room Amenities
- (i) 24 hrs basis of charging.
- (j) Concierge



SECTION-B

2. How do you classify hotels on the basis of location and clientele?
3. Write a comparative note on chain hotels and independent hotels.
4. List the different types of rooms in a hotel and briefly explain each one of them.
5. Draw the staff hierarchy chart of the front office department in a five star hotel.
6. List the equipments and aids used in front office department of a hotel.

SECTION-C

7. What is Tourism? Write a note on its types and importance.
8. Draw the format of a Tariff card. List and explain different types of room rates.
9. List the duties and responsibilities of Lobby Manager.

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-1)
FRONT OFFICE-I
Subject Code : BH/115
M.Code : 14508

Date of Examination : 08-06-2024

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION-A

1. Write short notes on :

- a. Registration
- b. Motel
- c. FIT
- d. Suite
- e. Concierge
- f. Meal Plan
- g. Rack Rate
- h. Franchise
- i. HRACC
- j. Small Hotel.

SECTION-B

2. Write short note on basis of charging room rents.
3. Explain duties and responsibilities of Bell Boy.
4. Explain different types of rooms.
5. Classify hotels on the basis of location and clientele.
6. Write a short note on hotels, their evolution and growth.

SECTION-C

7. Explain in detail the different types of tariffs.
8. Draw the hierarchy of Front Office of a 5-star deluxe hotel?
9. Explain in detail guest cycle.

NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC case against the Student.

Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-1)
FRONT OFFICE-I
Subject Code : BH-115
M.Code : 14508
Date of Examination :20-12-2024

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying $2\frac{1}{2}$ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION-A

1. **Write short notes on:**
 - a) Hubbart Formula
 - b) Double room
 - c) Chain Hotel
 - d) Incentive rates
 - e) Tourism
 - f) Tariff card
 - g) Day use basis
 - h) Downtown hotels
 - i) Special rates
 - j) Amenities

SECTION-B

2. Differentiate between independent and chain hotels.
3. Highlight the origin of hospitality industry with examples.
4. Explain different types of guestrooms found in the hotel.
5. List duties and responsibilities of a Duty manager.
6. Describe any 5 special rates offered in a hotel.

SECTION-C

7. Draw and explain any two Front office equipment in hotels.
8. Classify hotel on the basis of location, clientele and facilities.
9. Draw and explain Front office hierarchy in a large hotel.

NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC case against the Student.

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-1)

FRONT OFFICE-I

Subject Code : BH-115

M.Code : S14508

Date of Examination: 20-01-2025

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **ONE** mark each.
2. **SECTION-B** contains **FIVE** questions carrying **2½** (Two and Half) marks each, and students has to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **FIVE** marks each and students have to attempt any **TWO** questions.

SECTION-A

1. **Write short notes on:**
 - a) Check-in
 - b) Resort
 - c) Cashiers
 - d) Reservation
 - e) Bell Desk
 - f) Walk-In
 - g) Hubbart Formula
 - h) Twin Room
 - i) Chain Hotel
 - j) Supplementary Accommodation

SECTION-B

2. Write short note on types of meal plans.
3. Explain different types of rooms.
4. Explain personality traits of front office personnel.
5. Write short note on types of discounted tariffs.
6. Explain the concept of guest cycle.

SECTION-C

7. Explain in detail the basis of charging room rents in a hotel.
8. Write a detailed note on star category hotels.
9. With the help of a neat layout, explain the various sections of front office department.

NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC case against the Student.

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-1)

FRONT OFFICE FOUNDATION-I

Subject Code : BHMCT-105-18

M.Code : 75139

Date of Examination : 18-06-2024

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Explain briefly :

- a) Tourist
- b) Reservation
- c) HRACC
- d) Bell desk
- e) Lanai
- f) European Plan
- g) CIP
- h) EPABX
- i) Resorts
- j) Commissionaire.

SECTION-B

2. Classify hotels on the basis of ownership with examples.
3. What is Left Luggage Room? Mention its uses.
4. Throw light on different types of Meal plans offered in the hotel.
5. Distinguish between Motels and Floatels.
6. List the duties and responsibilities of a Reservation assistant.

SECTION-C

7. Draw the hierarchy of Front Office. List the duties of Front Office Manager.
8. *"Front Office is the face of the hotel"*. Justify.
9. Categorise different types of Heritage Hotels in India.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.