

School of Hospitality

**Bachelor of Hotel Management
Semester End Examination - Jul 2024**

**Duration : 180 Minutes
Max Marks : 100**

Sem I - I1UB102B - Foundation Course in Front Office I

General Instructions

Answer to the specific question asked

Draw neat, labelled diagrams wherever necessary

Approved data hand books are allowed subject to verification by the Invigilator

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| 1) | Who is the head of front office department and its 2 job roles? | K1(2) |
| 2) | Outline the role of human resource department in five star hotel. | K2(4) |
| 3) | Explain the classification of hotel on the basis of clientele. | K2(6) |
| 4) | Identify in details tourism and hotel industries are dependent on each other. Explain in details. | K3(9) |
| 5) | Explain the advantages and disadvantages of classifying hotels into different categories. | K3(9) |
| 6) | Explain the different categories of hotel rooms, and how are they typically classified? | K5(10) |
| 7) | Analyze computer systems and software contribute to the efficient operation of the front office. | K4(12) |
| 8) | Explain the history of Oberoi group hotels. | K5(15) |
| 9) | Mark any ten manual equipment's used in front office with their suitable functions? | K5(15) |
| 10) | Draw a front office organization chart of a large hotel and discuss the duties and responsibilities. | K6(18) |