



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B.Sc. International Hospitality Management

Type: Semester End Assessment

Date: 21st January, 2022

Term: 2

Total Marks: 50

Time Duration: 2 Hours

Course Name: Foundation Course in Front Office Operations
Foundation Course in Accommodation Operations

Course Code: IHCH103 / IHCH104

Instructor: Ms. Megha Bagde

This paper contains 04 pages in addition to the cover page.

Name: _____

Student Number: _____

Class: _____

Marks Obtained: _____

Faculty Signature: _____

Invigilator Signature: _____

Main Answer sheet	Number of Supplements	Total number of Answer sheets
01		

- Carefully read each question at the outset of the paper. All queries must be addressed to the faculty within the first 10 minutes of the examination.
- Students are expected to maintain complete silence in the examination hall and avoid interacting or communicating with their peers.
- Students must enter the examination hall 10 minutes prior to the scheduled time of the examination.
- Students will carry only their essential Books, notes, pens, pencils, calculators and scales into the examination hall. Bags, eatables, drinks, etc. will not be allowed inside the hall with the exception of a bottle of water.
- Cell phones and beeping watches are prohibited in the examination hall. The usage of electronic data banks is prohibited.
- Students will answer the examination with only blue/ black ball point pens unless informed differently by faculty. Avoid usage of green or red ink pens on the answer sheet.
- Dictionaries will not be allowed into examination hall unless informed differently by faculty.
- Students will not be permitted to exit the examination hall 30 minutes prior to end time of an examination. A student leaving the room will have to return his/her paper to the faculty and the paper will be considered as completed.
- Students may be permitted to take a break under exceptional circumstances only if accompanied by an invigilator.



Section - A

Q.1. Abbreviations

(04 Marks)

- a) FHRAI
- b) HRACC
- c) PBX
- d) MICE
- e) MAP
- f) FIT
- g) GRC
- h) POS

Q.2. Whether true or false

(03 Marks)

- a) Under classification on the basis of size, hotels with more than 300 rooms in India are termed as large Hotels.
- b) The Tremont house in Boston is regarded as the first business hotel in modern era.
- c) Bell desk is responsible for handling reservations.
- d) Jamsetji Tata is the founder of Taj group of Hotels.
- e) 'Palace on Wheels' is an example of rotels.
- f) Convention Hotels generally provide accommodation & gambling facilities to guests.

Q.3. Define the following (any 4)

(04 Marks)

- a) Hotel
- b) Scanty Baggage
- c) Heritage Hotels
- d) Overbooking



e) Presidential Suite

Q.4. Match the following

(04 Marks)

- | | |
|----------------------------|----------------------------------|
| a) American Plan | Heritage Hotel |
| b) Penthouse | Valet |
| c) Dharamshala | Guest Cycle |
| d) Make my Trip | Topmost Floor |
| e) Continental Plan | Room +Breakfast + Lunch + Dinner |
| f) Pre Arrival | Room + Breakfast |
| g) Taj Umaid bhawan Palace | India |
| h) Parking Service | Online Travel Company |

Q.5. Answer any 2 of the Following

(06 Marks)

- Outline the interdepartmental communication between Front Office and housekeeping Department.
- Describe the duties and functions of a Bell Boy.
- Explain any 3 attributes/ qualities of a Front Office personnel.
- Explain the importance of Front Office department.

Q.6. Answer any 1 of the Following

(04 Marks)

- Outline the stages of Guest Cycle.
- Classify Hotels on the basis of Location.



SECTION -B

Q.1.Abbreviations

(05 Marks)

- a) SB
- b) OOO
- c) DL
- d) SOP
- e) GRA

Q.2. Match the following

(03 Marks)

- | | |
|---------------------------|--------------------------------|
| a) Taski R1 | Cleaner's box |
| b) Kenzan | Guest Amenities |
| c) Taski R3 | Cleaning & Sanitizing Bathroom |
| d) Hand caddie | Pin Holder |
| e) Floral Foam | Glass & Mirror |
| f) Non-recycled Inventory | Oasis |

Q.3. Answer the Following

(06 Marks)

- a) What are the attributes, in your opinion, are absolutely essential in housekeeping staff?
- b) Explain the different factors that are kept in mind, while selecting cleaning equipment's for the housekeeping department?



Q.4. Define the following.

(08 Marks)

- a) Linen chute
- b) Murphy bed
- c) Chamois leather
- d) Florist
- e) Par stock
- f) Ikebana
- g) Twin room
- h) Maid's cart

Q.5. Draw the layout of a Housekeeping Department in large hotels.

(03 Marks)

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