



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B. Sc. International Hospitality Management

Type: Semester End Assessment (SEA)

Date: 10/04/2024

Batch and Term: 2023-26 and Term 3

Total Marks: 30

Time Duration: 02 Hours

Course Name: Foundation Course in Front Office & Accommodation Operations

Course Code: IHCH103 & IHCH104

Instructor: Ms. Yoshika B. D'silva & Thulasi R.

This paper contains 02 pages in addition to the cover page.

Full Name of the Student: _____

Permanent Registration 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 should not interact or communicate with their peers.
- Students will carry only their essential stationery like pens, pencils, ruler and simple calculators 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, electronic data banks, scientific calculators and smart/beeping watches are prohibited in the examination hall.
- 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.



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Q.1. Write full forms of the following abbreviations.

(3 Marks)

1. HRACC
2. OOO
3. V/C
4. OCC
5. DNCO
6. WC

Q.2. Whether true or False

(03 Marks)

1. Conrad Nicholson Hilton is the founder of Hilton.
2. Letters, email, fax, telephone are verbal mode of communication in reservation handling.
3. Food & Beverage department is the revenue centre of a hotel.
4. A hotel is a place where a bonified traveler can get food/shelter provided he is able to pay for it.
5. The early concept of Inns & Lodging in Greece were known as Ryokans.
6. Ratan Tata is the founder of Taj Hotels resorts & Palaces.

Q.3. Match the following

(04 Marks)

Group A

1. King Bed
2. Registration card
3. Reservation
4. Double Bed
5. Small Hotel
6. Parking Services
7. Recruitment
8. MakemyTrip

Group B

- Arrival Stage
- Pre- Arrival Stage
- Valet
- 4.5ft by 6ft
- Human Resource
- Online Travel/ Booking Portal
- Classification of Hotel
- 6ft by 6ft



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Q.4. Define the following (Any 5)

(05 Marks)

1. Upsell
2. Duplex
3. MAP Plan
4. Overbooking
5. Rack Rate
6. Down Town Hotel

Q.5. Fill in the blanks.

(05 Marks)

1. A service or item offered to guests or placed in guestrooms for convenience and comfort, at no extra cost is called _____.
2. The meal plan that offers Room + Breakfast is termed as _____ Plan.
3. Ritz Carlton is a luxury brand under _____.
4. The Taj Mahal Palace Hotel, Mumbai was built by Mr. _____ in 1903.
5. _____ department is responsible for cleanliness, upkeep of guest rooms & public areas.

Q.6. Answer any 2 of the following in detail.

(10 Marks)

1. List the need for classification & explain hotels on the basis of 'Location'.
2. Draw & Outline the stages of the guest cycle.
3. Explain Hotel Meal Plans & Any 8 'Types of Guest Room of a Hotel'.