



V. M. SALGAOCAR INSTITUTE  
of  
INTERNATIONAL HOSPITALITY EDUCATION

### B.Sc. International Hospitality Management

Type: Semester End Assessment

Date: 17/01/2023

Batch and Term: 2022 - 2025 and 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. Define the following (Any 4)**

**(04 Marks)**

- a) Under stay
- b) Skipper
- c) Reservation
- d) Boutique Hotel
- e) Walk in Guest

**Q.2. Write full forms of the following Abbreviations (Any 8)**

**(04 Marks)**

- a) ITDC
- b) HRACC IATA
- c) PBX
- d) MICE
- e) FHRAI
- f) HRACC
- g) FIT
- h) GRC
- i) POS
- j) TAAI



**Q.3. State whether the following statements are true or false.**

**(03 Marks)**

- a) Under classification on the basis of size, hotels with more than 50 rooms in India are termed as large hotels.
- b) Front office is the major Revenue-earning department of the hotel.
- c) Valet is responsible for handling reservations.
- d) Jamsetji Tata is the founder of Taj group of Hotels.
- e) 'Golden Chariot' is an example of Rotels.
- f) Motels generally provide accommodation & gambling facilities to guests.

**Q.4. Match the following.**

**(04 Marks)**

- |                         |                       |
|-------------------------|-----------------------|
| a) City Hotel           | Hyderabad             |
| b) Penthouse            | Mahindra              |
| c) Ryokans              | Guest Cycle           |
| d) Clear trip           | Topmost floor         |
| e) Changi Airport       | New York              |
| f) Pre Arrival          | Singapore             |
| g) Taj Falaknuma Palace | Japan                 |
| h) Time-share Hotel     | Online Travel Company |

**Q.5. Answer any 2 of the Following**

**(10 Marks)**

- a) Explain Lanai, Cabana, Adjacent, Interconnecting & Adjoining room.
- b) Classify Hotels on the basis of Location.
- c) Outline the stages of Guest Cycle.
- d) Explain the different types of Meal plan.



## SECTION -B

**Q.1. Write full forms of the following Abbreviations.**

**(03 Marks)**

- a) SB
- b) OOO
- c) DNCO
- d) SOP
- e) UR
- f) NL

**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) Oasis                  | Glass & Mirror                 |
| f) Non-recycled Inventory | Floral Foam                    |

**Q.3. Answer the Following. (Any 2)**

**(10 Marks)**

- a) Explain the different factors that are kept in mind, while selecting cleaning equipment for the housekeeping department?
- b) What are the attributes, in your opinion, are absolutely essential in housekeeping staff?
- c) Explain any 5 basic Principles required for an ideal flower arrangement.



**Q.4. Define the following.**

**(06 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. Explain On Premises Laundry (OPL) with its advantages & disadvantages.**

**(03 Marks)**

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