

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BBA IN HOSPITALITY & TOURISM (BBAHT) (124)
BBA IN HOTEL OPERATIONS (BBAHO) (603)
EXAMINATION: MAY 2025
FOURTH SEMESTER

Subject : Front Office - IV (124404/603404)

Date: 20/05/2025

Total Marks: 30

Time: 10.00 am to 11.30 am

Instructions: 1) Each question carries equal marks.
2) Attempt any 06 questions

Q. 1 True or False (05)

1. Class C fire involves energized electrical equipment, like appliances or wiring.
2. Attitudinal complaints occur when guests are dissatisfied with the hotel's amenities.
3. The regional sales office of a hotel handles sales queries for multiple countries.
4. Night auditing is performed to verify and balance daily hotel transactions.
5. Accidents may occur due to excessive haste.

Q. 2 Multiple Choice Questions (05)

1. Fire accidents in hotels can be caused by:
 - A. Faulty electrical wiring
 - B. Proper fire safety measures
 - C. Fire extinguisher availability
 - D. Regular fire drills
2. What is the most effective way to handle guest complaints?
 - A. Ignoring them
 - B. Handling them promptly and positively
 - C. Arguing with the guest
 - D. Delaying the resolution process
3. The financial transactions that occur after the commencement of the night audit process are posted in:
 - A. The current day's accounts
 - B. The previous day's accounts
 - C. The following day's accounts
 - D. The general ledger directly
4. Why are hotel sales different from traditional sales?
 - A. Hotels only sell physical products
 - B. It involves selling a combination of products and services
 - C. Customers can physically inspect hotel rooms before purchasing
 - D. Sales are done only through phone calls

5. In case of cuts?

- A. Put antiseptic cream immediately
- B. Wash the wound first
- C. Bandage firmly
- D. All of the above

- Q. 3** Draw organization chart of sales and marketing department and write duties and responsibilities of any 2 sales personnel. **(05)**
- Q. 4** Write duties and responsibilities of night auditor. **(05)**
- Q. 5** Write a short note on complaint handling and its types. **(05)**
- Q. 6** Write attributes required by effective sales person? **(05)**
- Q. 7** Process of handling robbery at hotels. **(05)**
- Q. 8** How to deal with fire? Explain **(05)**
- Q. 9** Explain night audit process in short. **(05)**
- Q. 10** List the items in the first aid box. **(05)**
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