

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BBA IN HOTEL OPERATIONS AND TOURISM (756)
EXAMINATION: MAY- 2025
FIRST SEMESTER
Subject : - Front Office -I (756104)

C/CB
60:40

Date: 20/05/2025

Total Marks: 60

Time: 2.00 pm to 4.30 pm

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

- Q. 1** A. Define the following (05)
1. Walk-in
 2. FIT
 3. Registration Card
 4. Skipper
 5. Check-out
- (05)
- B. Explain the following
1. Modified American Plan
 2. Interconnecting room
 3. Concierge
 4. Full House
 5. Double room
- Q. 2** A. List the activities under pre-arrival and arrival stage of guest cycle. (05)
- B. Draw organization chart of a medium hotel. (05)
- Q. 3** Explain any 5 types of alternative accommodation. (10)
- Q. 4** Write 10 duties and responsibilities of front office manager (10)
- Q. 5** Explain coordination of front office with housekeeping department. (10)
- Q. 6** Write detailed qualities required by front office personnel. (10)
- Q. 7** A. Explain the staffing challenges of front office staff. (05)
- B. Explain functions of bell desk. (05)
- Q. 8** Draw layout of front office department and explain any 2 sections. (10)