

TILAK MAHARASHTRA VIDYAPEETH, PUNE
B.Sc. IN HOSPITALITY AND TOURISM (757)
EXAMINATION: MAY- 2025
FIRST SEMESTER
Subject : - Front Office - I (757104)

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** Define the following (10)
1. Arrival
 2. F.I.T.
 3. Hotel
 4. Continental Plan
 5. Double room
 6. Bell desk
 7. Full House
 8. In-house guest
 9. Departure
 10. Registration card
- Q. 2** A. Draw a neat and labeled layout of front office department. (05)
B. Write functions of Information Desk. (05)
- Q. 3** A. Write detailed coordination of front office with maintenance department. (05)
B. What is the role of front office department in a Hotel? (05)
- Q. 4** List down duties and responsibilities of the following: (10)
1. Bell desk caption
2. Assistant front office manager
- Q. 5** Explain any 5 sections of front office. (10)
- Q. 6** Write a short note on front office staffing and its challenges. (10)
- Q. 7** List and explain any 5 attributes required by front office staff. (10)
- Q. 8** Explain the activities in guest cycle. (10)
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