

OTILAK MAHARASHTRA VIDYAPEETH, PUNE
B.Sc. AVIATION, HOSPITALITY & TRAVEL TOURISM (761)
EXAMINATION: NOVEMBER - 2025
SECOND SEMESTER (2024 PATTERN)
Subject : Front Office - II (761203)

Date: 20/11/2025**Total Marks: 60****Time: 2.00 pm to 4.30 pm**

- Instructions:** 1) Q1. Is compulsory
2) Each question carries equal marks.
3) Attempt any 05 questions from the remaining

- Q. 1 Define the following (Any Ten) (10)**
1. Over Stay
 2. Under Stay
 3. Overbooking
 4. Waitlisted
 5. No Show
 6. Retention Charge
 7. Skipper
 8. Walk In
 9. Sleeper
 10. Blacklisted
 11. GHC
 12. Live Move
- Q. 2 a. Explain different modes of reservation with diagram (05)**
b. Explain different types of reservation with the help of diagram (05)
- Q. 3 a. Explain the procedure of room change with the help of format. (05)**
b. Explain the procedure of check in a foreign guest. (05)
- Q. 4 a. Draw and explain following format of the following (05)**
i. Reservation Form
ii. Guest History Card
b. Explain any 3 methods of payment used in the hotel (05)
- Q. 5 Write short note on (Any Two): (10)**
a. Safety Deposit Locker
b. Importance of Reservation to the hotel
c. State pre-arrival procedure for a group
- Q. 6 a. Write the process of taking a Wake-Up call (05)**
b. Write the procedure to Check in a Scanty Baggage Guest (05)
- Q. 7 a. Write in brief process of Rooming the guest (05)**
b. Draw and explain C form in detail (05)
- Q. 8 a. Explain different tasks performed by bell desk and draw the format of Errand Card (05)**
b. Write down the check in procedure of a guest with guaranteed reservation. (05)
Draw a format of GHC
-