

TILAK MAHARASHTRA VIDYAPEETH, PUNE
B.Sc. AVIATION, HOSPITALITY & TRAVEL TOURISM (761)
EXAMINATION: NOVEMBER- 2025
THIRD SEMESTER (2024 PATTERN)
Subject : Front Office – III (761303)

Date: 21/11/2025**Total Marks: 60****Time: 10.00 am to 12.30 pm**

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

Q. 1 Explain the following terms (Any 10) (10)

1. House Limit
2. Skipper
3. No-Shows
4. Floor –Limit
5. Credit- Limit
6. High Balance Report
7. Over- Stay
8. Under stay
9. Cancelation
10. Walk-In
11. Guest Relations
12. Visitor's Paid Out

- Q. 2** a. What are the major functions of front office accounting system (05)
b. What is a Voucher? Name & explain the different types of Voucher. (05)

- Q. 3** a. What are functions and role of Guest Relations? (05)
b. Explain different types of Guest Complaints with example. (05)

- Q. 4** a. What are objectives of Credit Control Measures (05)
b. Write a note on Credit Control Measures taken during: (05)
 - Pre-Arrival
 - Occupancy
 - Guest Departure

- Q. 5 Write note on following: (Any Two) (10)**
a. Visitor's paid out
b. Measures taken by the hotels to prevent skipper
c. Discrepancy Report

- Q. 6 Draw and explain following reports (Any Two) (10)**
a. Occupancy Report
b. Guest History Card
c. High Balance Report

Q. 7 Solve the following (Any One)**(10)**

1. Hotel Garden Inn has 500 rooms out of which 20 rooms are Out of Order. All rooms have 2 beds each. On 14th July the House Count was 620. On 15th July 90 new guests arrived and 80 guests checked out, and the number of rooms sold on 15th July were 470. The total room revenue realized on 15th July was ₹20,123,456. The rack rate of rooms is Rs. 30,000/- per day.

1. Room Occupancy%
2. Single Occupancy%
3. Bed Occupancy%
4. Double Occupancy%
5. House Count
6. Room Count
7. Average Room Revenue,
8. Average Rate per Guest
9. Average Daily Rate
10. RevPar

2. **Hotel Holiday** Inn has 420 rooms out of which 12 rooms are Out of Order. All rooms have 2 beds each. On 23rd August the House Count was 500. On 24th August 70 new guests arrived and 60 guests checked out, and the number of rooms sold on 24th August were 390. The total room revenue realized on 24th August was ₹12345678. The rack rate of rooms is Rs. 25,000/- per day.

1. Room Occupancy%
2. Single Occupancy%
3. Bed Occupancy%
4. Double Occupancy%
5. House Count
6. Room Count
7. Average Room Revenue
8. Average Rate per Guest
9. Average Daily Rate
10. RevPar.

Q. 8 a. Explain Front Office Accounting Cycle**(05)**

b. Explain complain handling procedure using 'LEARN MODEL'

(05)