

TILAK MAHARASHTRA VIDYAPEETH, PUNE
B.Sc. AVIATION, HOSPITALITY & TRAVEL TOURISM (761)
EXAMINATION: MAY- 2026
FIRST SEMESTER (2025 PATTERN)
Subject : Front Office - I (76125-104)

Date: 22/05/2026**Total Marks: 30****Time: 2.00 pm to 3.30 pm**

- Instructions:** 1) Each question carries equal marks.
2) **Q. 1** is Compulsory.
3) Attempt **any 05** questions of the remaining.

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

1. FHRAI
2. HRACC
3. Hotel
4. Down Town Hotel
5. Suburban Hotel
6. Chalets
7. Inn
8. Resort
9. Bell boy
10. Check out
11. Front of the house
12. Back of the house

Q. 2 a. Explain the classification on the basis Clientele (05)
b. Explain different types of Meal Plans (05)

Q. 3 a. Draw the Hierarchy or organization chart of front of office department for large hotel (10)
b. What are the rules of house of front office staff of a 5-Star Hotel?

Q. 4 Write Short Notes on (Any Two) (10)
a. Attributes of Front Office Staff
b. Co-Ordination of Front office with House-Keeping department
c. Importance of Guest room to the guest

Q. 5 a. Explain any 05 types of Room. (05)
b. Explain any 5 different types of Room Rate (05)