

TILAK MAHARASHTRA VIDYAPEETH, PUNE**B.SC IN CULINARY ARTS (803)****EXAMINATION: MAY- 2026****SECOND SEMESTER****Subject : Hotel Front Office (80325-205)****Date: 23/05/2026****Total Marks: 30****Time: 10.00 am to 11.30 am**

Instructions: 1) Bold figures to the right of every question are the maximum marks for that question.
2) Candidates are advised to attempt questions in order.
3) Attempt any **three** questions of the following.

Q. 1 Answer the following questions.

- a. Hotel (2)
- b. Registration (2)
- c. Reservation (2)
- d. Bell desk (2)
- e. Reception (2)

Q. 2 Answer the following questions.

- a. Explain back of the house and front of the house areas in front office with examples. (5)
- b. What are the functions of front office? explain (5)

Q. 3 Write a Short Note.

- a. Write duties and responsibilities of Cashier at front office (5)
- b. Write duties and responsibilities of Telephone operator (5)

Q. 4 Answer the following questions.

- a. Write in detail co-ordination of front office department with housekeeping department. (5)
- b. Draw Hierarchy of 5-star hotel front office. Write duties of front office manager. (5)

Q. 5 Answer the following question. (10)

Draw layout of front office department and explain any 2 sections of front office department in detail. What are the staffing challenges in front office department?