

TILAK MAHARASHTRA VIDYAPEETH, PUNE

B.Sc. IN HOSPITALITY AND TOURISM (757)

EXAMINATION: DECEMBER- 2025

FIRST SEMESTER

Subject : - Front Office - I (757104)

C/CB
30:20

Date: 22/12/2025

Total Marks: 30

Time: 10.00 am to 11.30 am

Instructions: 1) Each question carries equal marks.
2) Attempt any 03 questions

- Q. 1 A. Explain the tem** (05)
1. OOO
 2. Heritage Hotels
 3. Information Desk
 4. Continental Plan
 5. Scanty Baggage
- B. Draw Organization chart of front office department in a large hotel. (05)
- Q. 2** A. Write duties and responsibilities of Bell Desk Captain. (05)
B. Inter-Connecting Room and Suite Room. (05)
- Q. 3** Explain planning of staffing in front office department. (10)
- Q. 4 Write coordination of front office with**
- A. Food and Beverage Service Department (05)
 - B. Engineering and Maintenance Department (05)
- Q. 5** What are the stages of guest cycle? Explain. (10)
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