

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BBA IN HOTEL OPERATIONS AND TOURISM (756)
EXAMINATION: NOVEMBER- 2025
SECOND SEMESTER
Subject : - Front Office-II (756204)

C/CB
60:40

Date: 27/11/2025

Total Marks: 60

Time: 10.00 am to 12.30 pm

Instructions: 1) Each question carries equal marks.
2) Attempt any 06 questions

- Q. 1** Define reservation and explain its types. (10)
- Q. 2** What are the guest cycle activities in semi automated hotels? (10)
- Q. 3** Write check-in procedure for the following:
1. Walk-in Guest (05)
 2. Reserved Guest (05)
- Q. 4** What do you understand by VISA? List and explain its types. (10)
- Q. 5** List and explain types of registration record maintained at front office. (10)
- Q. 6** Explain safe deposit locker issue and surrender procedure. (10)
- Q. 7** Explain verbal and written modes of reservation. (10)
- Q. 8** Write in detail departure procedure. (10)
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