

TILAK MAHARASHTRA VIDYAPEETH, PUNE

B.Sc. IN HOSPITALITY AND TOURISM (757)

EXAMINATION: NOVEMBER- 2025

FIRST SEMESTER

Subject : - Front Office -I (757104)

C/CB
60:40

Date: 21/11/2025

Total Marks: 60

Time: 2.00 pm to 4.30 pm

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

- Q. 1 A. Define the following** (10)
1. Hotel
 2. Bell desk
 3. Blacklist
 4. Wake-up call
 5. Check-out
- B. Explain types of rooms**
1. Suite Room
 2. Interconnecting room
 3. Cabana
 4. Twin room
 5. Double room
- Q. 2** A. Draw organization chart of front office department in a large hotel. (10)
B. Explain functions of travel desk.
- Q. 3** A. What do you understand by guest cycle? Explain. (10)
B. Write a short note on staffing challenges.
- Q. 4** List and explain attributes required by front office staff. (10)
- Q. 5** Explain any 10 duties and responsibilities of front office manager. (10)
- Q. 6** Explain in detail any 5 core areas of hotel. (10)
- Q. 7** Write functions of front office department and draw its layout. (10)
- Q. 8** Write detailed coordination of front office with housekeeping. (10)