

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BBA IN HOSPITALITY & TOURISM (BBAHT) (124)**  
**BBA IN HOTEL OPERATIONS (BBAHO) (603)**  
**EXAMINATION: DECEMBER- 2025**  
**FOURTH SEMESTER**  
**Subject : Front Office - IV (124404/603404)**

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**Date: 4/12/2025**

**Total Marks: 30**

**Time: 10.00 am to 11.30 am**

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

- Q. 1** Define night audit and write its importance. (05)
- Q. 2** Define Sales and write 3 duties and responsibilities of sales personnel (05)
- Q. 3** Complaint handling procedure. (05)
- Q. 4** Explain hotel pre-sales call process. (05)
- Q. 5** Classify Fire with examples of each. (05)
- Q. 6** Write role of night auditor. (05)
- Q. 7** How to deal with unusual situation of terrorist attack or bomb threat in hotels. (05)
- Q. 8** Explain Night audit process. (05)
- Q. 9 True or false** (05)
1. The relationship between a hotel employee and a guest is usually long-term and personal.
  2. Service-related complaints are more common when the hotel is near full occupancy.
  3. Hotel sales involve selling only physical products to customers.
  4. The purpose of front office auditing is to ensure accuracy in financial transactions and generate reports for management.
  5. Class A fire involves flammable liquids and gases, such as gasoline, oil, and paint.

**Q. 10 Multiple Choice Questions**

**(05)**

1. Accidents in hotel may occur due to\_\_\_\_\_
    - A. Anger
    - B. Anxiety
    - C. Following safety guidelines
    - D. Regular safety training
  
  2. Why are hotel sales different from traditional sales?
    - A. Hotels only sell physical products
    - B. It involves selling a combination of products and services
    - C. Customers can physically inspect hotel rooms before purchasing
    - D. Sales are done only through phone calls
  
  3. Why is the night audit performed at night?
    - A. Because hotels are closed during the day
    - B. To minimize interruptions due to reduced guest interaction
    - C. Because guests prefer audits to be done at night
    - D. To prepare for early morning staff meetings
  
  4. Why is product knowledge important for the hotel sales team?
    - A. To mislead customers into purchasing expensive products
    - B. To ensure the sales team is prepared to answer customer queries accurately
    - C. To convince customers to book rooms without checking availability
    - D. To reduce marketing expenses
  
  5. Which item in the first aid box is used to clean wounds and prevent infections?
    - A. Adhesive tape
    - B. Antiseptic solution
    - C. Cotton balls
    - D. Elastic bandage
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