

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BBA IN HOSPITALITY & TOURISM (BBAHT) (124)**  
**BBA IN HOTEL OPERATIONS (BBAHO) (603)**  
**EXAMINATION: NOVEMBER- 2025**  
**FIFTH SEMESTER**  
**Subject : Front Office - V (124504/603504)**

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**Date: 22/11/2025**

**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 03 questions

- Q. 1 Define the following:** (10)
1. Yield Management
  2. Performance Appraisal
  3. Time-Share Hotels
  4. Overbooking
  5. Promotion
- Q. 2 Explain the formal disciplinary action procedure followed in the organization.** (10)
- Q. 3** A. Write advantages of timeshare business. (05)  
B. Write benefits of training to the organization. (05)
- Q. 4 Write top factors that influence motivation.** (10)
- Q. 5 What are the legal concerns in front office?** (10)