

TILAK MAHARASHTRA VIDYAPEETH, PUNE
B.Sc. AVIATION, HOSPITALITY & TRAVEL TOURISM (761)
EXAMINATION: DECEMBER - 2024
FIRST SEMESTER
Subject : Front Office - I (761104)

Date: 28/12/2024**Total Marks: 60****Time: 10.00 am to 12.30 pm**

- Instructions:** 1) Each question carries equal marks.
2) **Q. 1** is Compulsory.
3) Attempt **any 05** questions of the remaining.

Q. 1 DEFINE THE FOLLOWING (ANY 10) (10)

1. FHRAI	2. Motel	3. INN
4. HRACC	5. Front of the House	6. Complimentary
7. Lanai	8. Interconnecting Room	9. Sico Room
10. Boatel	11. En-Pension	12. Cabana

Q. 2 A. Define 'Hotel' and explain the classification on the basis of 'Size', 'Location' and Clientele. (10)

Q. 3 A. Write any 5 rules of the house followed by the guest while staying at the hotel. (05)

B. Explain any five types of room rates. (05)

Q. 4 A. Explain different types of Meal Plans (05)

B. Draw the Hierarchy or organization chart of front of office department for large hotel (05)

Q. 5 A. Explain any 05 types of Room. (05)

B. Explain five attributes of Front Office Staff. (05)

Q. 6 Draw the layout of front office department & explain any 2 Sections (10)

Q. 7 Draw & Explain Guest Cycle with appropriate diagram (10)

Q. 8 Explain the duties and responsibilities of: (10)

- a. Telephone Operator
- b. Bell Boy