

TILAK MAHARASHTRA VIDYAPEETH, PUNE
B.Sc. AVIATION, HOSPITALITY & TRAVEL TOURISM (761)
EXAMINATION: MAY - 2025
SECOND SEMESTER
Subject : Front Office - II (761203)

Date: 19/05/2025**Total Marks: 60****Time: 10.00 am to 12.30 pm**

- Instructions:** 1) Q1. Is compulsory
2) Each question carries equal marks.
3) Attempt any 05 questions from the remaining

- Q. 1** Define the following : (Any 10) **(10)**
- a. Overstay
 - b. Understay
 - c. Overbooking
 - d. Waitlisted
 - e. No show
 - f. Retention Charges
 - g. Skipper
 - h. Walk in
 - i. Sleeper
 - j. Blacklisted
 - k. GHC
 - l. Live Move
- Q. 2** A. Explain different modes of reservation with diagram. **(5Marks)** **(10)**
B. Explain different types of reservation with the help of diagram **(5Marks)**
- Q. 3** A. Explain the procedure of room change with the help of format. **(5Marks)** **(10)**
B. Explain the procedure of check in a foreign guest. **(5Marks)**
- Q. 4** A. Draw and explain the following formats: **(5Marks)** **(10)**
i) Reservation Form
ii) Guest History
B. Explain any 5 methods of payment used in Hotel **(5Marks)**
- Q. 5** A. Write short note on: **(5Marks)** **(10)**
i) Safe Deposit Locker
ii) Importance of Reservation to the hotel and to the guest
B. State pre-arrival procedure for a group **(5Marks)**
- Q. 6** A. Write the process of taking a Wake up Call **(5Marks)** **(10)**
B. Write the procedure to check in a scanty baggage of guest **(5Marks)**
- Q. 7** A. Write in brief the process of Rooming the guest **(5Marks)** **(10)**
B. Draw a explain the C form in detail **(5Marks)**
- Q. 8** A. Write short note on Credit Card Handling process **(5Marks)** **(10)**
B. Write in detail the different sources of Reservation **(5Marks)**