

TILAK MAHARASHTRA VIDYAPEETH, PUNE
B.Sc. AVIATION, HOSPITALITY & TRAVEL TOURISM (761)
EXAMINATION: DECEMBER - 2025
FIRST SEMESTER (2025 PATTERN)
Subject : Front Office - I (76125-104)

Date: 22/12/2025

Total Marks: 30

Time: 10.00 am to 11.30 am

Instructions: 1) Each question carries equal marks.
2) **Q. 1** is Compulsory.
3) Attempt **any 02** questions of the remaining.

Q. 1 Explain the following terms (Any Ten) (10)

1. FHRAI
2. HRACC
3. Hotel
4. Front of the house
5. Back of the house
6. Revenue centres
7. Support centre
8. Chalets
9. Inns
10. Conceirge
11. Bell boy
12. Check out

Q. 2 a. Explain the classification on the basis Location (05)
b. Explain different types of Meal Plans (05)

Q. 3 a. Draw and label the layout of front office department (05)
b. Explain any 05 types of Room. (05)

Q. 4 a. Draw the Hierarchy or organization chart of front of office department for large hotel (05)
b. Explain five attributes of Front Office Staff. (05)

Q. 5 Explain the duties and responsibilities of (Any Two): (10)
a. Telephone Operator
b. Bell Boy
c. Front Office Cashier
d. Receptionist
