

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BBA IN HOSPITALITY & TOURISM (BBAHT)
EXAMINATION: JANUARY 2023
THIRD SEMESTER
Subject : Front Office III (HT18-124314)

Date: 12/01/2023

Total Marks: 60

Time: 10.00 am to 12.30 pm

- Instructions:** 1) Each question carries 10 marks.
 2) Question 1 is compulsory. Solve any 5 questions from remaining.

- Q. 1** Following is the data given from hotels in Pune city. Make a detail Market Share Analysis for 10 days – **(10)**

Hotel	No. of Rooms	Occupancy %
A	300	90
B	420	92
C	650	89
D	350	100
E	400	85

- Q. 2** Write short notes on – **(10)**
 a. Credit Control
 b. Key control
- Q. 3** Explain the night audit process in detail. **(10)**
- Q. 4** Draw formats of - (Any 2) **(10)**
 a. Cash receipt voucher
 b. VPO
 c. Allowance Voucher
- Q. 5** Explain the functions of Hospitality Desk in detail. **(10)**
- Q. 6** Write down the formula for following - (Any 5)
 a. No show %
 b. Over stay %
 c. ARR
 d. ADR
 e. Occupancy %
 f. Rev.PAR
- Q.7** Short Note – **(10)**
 a. Customer complains
 b. Accounts in front office
- Q.8** A. How fires are classified? Explain with examples. **(05)**
 B. Write down the components of a First Aid Box.