

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BBA IN HOSPITALITY & TOURISM (BBAHT)
EXAMINATION: DECEMBER – 2022
FIFTH SEMESTER

Subject : - Front Office-V (HT18-124514)

Date: 08/12/2022

Total Marks: 60

Time: 10.00 am to 12.30 pm

Instructions: 1) Each question carries 10 marks.
2) Attempt any 06 questions.

- Q. 1.** Define the following: **(10)**
1. Training
 2. Motivation
 3. Guest History
 4. Forecasting
 5. Selective Overbooking
- Q. 2.** Explain hotel sales call procedure in detail. **(10)**
- Q. 3. a)** Write a short note on MIS. **(05)**
- b)** What is yield management? Write its benefits. **(05)**
- Q. 4.** What are on-the-job training methods? Explain in detail. **(10)**
- Q. 5. a)** List and explain different software used in front office. **(05)**
- b)** Write a short note on dismissal procedure. **(05)**
- Q. 6.** Classify promotion and explain with example. **(10)**
- Q.7. a)** List and explain any two reports maintained at front office. **(05)**
- b)** What is the data required for forecasting **(05)**
- Q. 8.** Write down the following terms in Brief. **(10)**
1. Advantages of off the job training method
 2. What is the importance of performance appraisal
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