

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

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**Date: 24/11/2023**

**Total Marks: 60**

**Time: 10.00 am to 12.30 pm**

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**Instructions:** 1) Each question carries 10 marks.  
2) Attempt any 06 questions.  
3) Use of calculator is allowed

- Q. 1 Define the following (Any 5) (10)**  
a. Non-guest Folio  
b. No Show report  
c. Hospitality Desk  
d. Cash sheet  
e. Discrepancy Report  
f. House-count
- Q. 2 Define Vouchers and explain any 4 types of vouchers in detail. (10)**
- Q. 3 What are various types of complaints at front office, explain with examples of each. (10)**
- Q. 4 Write the procedure for handling following unusual situation in hotels: (05)**  
a. Terrorist activities and bomb threat  
b. Robbery and Theft (05)
- Q. 5 Write short note on: (05)**  
a. Importance of Hospitality Desk  
b. Guest account and non-guest account (05)
- Q. 6 Explain in detail front office accounting cycle. (10)**
- Q. 7 Write short note on: (05)**  
a. Guidelines for the front office staff in the event of fire.  
b. Ledger and explain types of ledger at front office. (05)
- Q. 8 Hotel ABC has (10)**  
Total Rooms : **500**,  
rooms occupied: **380**,  
Number of guests: **650** (400 domestic guest),  
Revenue generated: **2,30,000/-** Rs  
Calculate:  
1. Room Occupancy %  
2. Domestic guest %  
3. Foreign Occupancy%  
4. ADR  
5. ARG  
\* write formula and solve the sum