

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BBA IN HOSPITALITY & TOURISM (BBAHT) (124)**  
**BBA IN HOTEL OPERATIONS (BBAHO) (603)**  
**EXAMINATION: DECEMBER 2023**  
**FIRST SEMESTER**

**Subject : Front Office - I (124104/603104)**

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**Date: 27/12/2023**

**Total Marks: 30**

**Time: 10.00 am to 11.30 am**

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**Instructions:** 1) Each question carries equal marks.  
2) Attempt any 03 questions

- Q. 1 Define the following (10)**
- a. Hotel
  - b. Registration
  - c. Reservation
  - d. Bell desk
  - e. Reception
- Q. 2 a. Explain back of the house and front of the house areas in front office with (05)**  
examples.
- b. What are the functions of front office? explain (05)**
- Q. 3 Write duties and responsibilities of (05)**
- a. Cashier at front office (05)
  - b. Telephone operator
- Q. 4 Write in detail co-ordination of front office department with housekeeping (10)**  
department.
- Q. 5 a. What are the staffing challenges in front office department? (05)**
- b. Draw layout of front office department and explain any 2 sections of front office (05)**  
department in detail.