

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BBA IN HOTEL AND TOURISM OPERATION**  
**EXAMINATION: NOVEMBER 2023**  
**SECOND SEMESTER**

**Subject : - Fundamentals of Front Office (514213)**

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**Date: 28/11/2023**

**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 Answer the following: (10)**
- a. Registration
  - b. Overstay
  - c. Bell desk
  - d. Concierge
  - e. What is BTC?
- Q. 2 A. Explain types of registration records maintained at front office. (05)**  
**B. Explain concept of express checkout in front office. (05)**
- Q. 3 Define passport, list any 4 documents required to apply for passport and Explain (10)**  
types of Indian passport in detail.
- Q. 4 Write in detail procedure of check in for walk-in guest. (10)**
- Q. 5 A. Define VISA and explain any two types of VISA. (05)**  
**B. Write the procedure of handling foreign exchange payment at front office (05)**
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