

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

Subject : - Front Office-I (HO-514414)

Date: 28/11/2023

Total Marks: 60

Time: 2.00 pm to 4.30 pm

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

- Q. 1** Define the following (any 5) **(10)**
1. Accounting
2. Folio
3. Ledger
4. Understay
5. Washout factor
6. Upselling
- Q. 2** Write in detail room selling techniques used in hotels. **(10)**
- Q. 3** Explain types of Folio in hotel accounting. **(10)**
- Q. 4** a. List and explain the attributes of effective sales person. **(05)**
b. write the functions and role of hospitality desk **(05)**
- Q. 5** Explain sales call procedure in detail. **(10)**
- Q. 6** a. Write down the formula for Occupancy% & Overstay% **(05)**
b. Draw organization chart of sales team and explain any 2 duties and responsibilities. **(05)**
- Q. 7** a. Explain accounting cycle in detail. **(05)**
b. what is high balance report? Explain in detail **(05)**
- Q.8** List and explain any 5 reports of night auditing. **(10)**
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