

TILAK MAHARASHTRA VIDYAPEETH, PUNE
BBA IN HOTEL AND TOURISM OPERATION
EXAMINATION: NOVEMBER 2023
FIFTH SEMESTER
Subject : - Front Office - II (HO-514514)

Date: 24/11/2023

Total Marks: 60

Time: 10.00 am to 12.30 pm

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

- Q. 1** Explain the process of night auditing in front office in detail. (10)
- Q. 2 Explain any 5 types of training in short for the following:** (10)
A. on-the job training
B. off-the-job training
- Q. 3** A. List any 5 software used in front office and explain them. (05)
B. What is the procedure for handling fire in hotels? (05)
- Q. 4** A. What are the benefits of forecasting? (10)
B. List and explain any 5 reports prepared during night audit.
- Q. 5** Explain the steps of dismissal procedure in detail. (10)
- Q. 6** A. Define promotion and classify them. (05)
B. what are the benefits of motivation? (05)
- Q. 7** What are the types of complaint in front office? Explain in detail. (10)
- Q. 8 Explain in short (any 5)** (10)
a. Define yield management
b. Explain what is revenue report in front office
c. Define motivation
d. Explain what is room status report in front office
e. Define Forecasting
f. Define night auditing in front office
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