

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BBA IN HOSPITALITY & TOURISM (BBAHT) (124)**  
**BBA IN HOTEL OPERATIONS (BBAHO) (603)**  
**EXAMINATION: MAY 2024**  
**FIRST SEMESTER**

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

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**Date: 14/05/2024**

**Total Marks: 30**

**Time: 2.00 pm to 3.30 pm**

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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. Front office
  - c. Reservation
  - d. Bell desk
  - e. Guest in a five star hotel
- Q. 2 a. Draw a diagram of guest cycle and list the activities under each stage. (05)**  
**b. Draw organization chart of front office department in a large hotel. (05)**
- Q. 3 Write in detail co-ordination of front office department with housekeeping department. (10)**
- Q. 4 Write duties and responsibilities of:**
- a. Front office manager (05)
  - b. Travel desk supervisor (05)
- Q. 5 a. What are the staffing challenges in front office department? (05)**  
**b. List and explain any 2 sections of front office department in detail. (05)**