

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

**Subject : Front Office - II (124204/603204)**

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**Date: 14/05/2024**

**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 Explain the following (any 5) (10)**
1. Late checkout
  2. Express checkout
  3. CRS
  4. Early Departure
  5. Registration
  6. Departure Errand Card
- Q. 2 Answer the following (10)**
1. Guest room change procedure.
  2. Draw a chart of sources of reservation.
- Q. 3 1. Explain all 3 registration records found at front office. (10)**  
2. Write key control procedures at front office.
- Q. 4 What are the types of reservation? Explain in detail. (10)**
- Q. 5 Explain full departure procedure with the help of flow chart. (10)**