

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BBA IN HOSPITALITY & TOURISM (BBAHT)**  
**EXAMINATION: MAY 2024**  
**FIFTH SEMESTER**  
**Subject : - Front Office-V (HT18-124514)**

---

**Date: 20/05/2024**

**Total Marks: 60**

**Time: 2.00 pm to 4.30 pm**

---

**Instructions:** 1) Each question carries 10 marks.  
2) Attempt any 06 questions.

- Q. 1. Explain in short (any 5) (10)**  
a. Yield management  
b. Revenue report  
c. Motivation  
d. Room status report  
e. Forecasting  
f. Train the Trainer
- Q. 2. A. Draw organization chart of front office sales department. (05)**  
**B. What is the data required for forecasting? (05)**
- Q. 3. Write in detail dismissal procedure in front office. (10)**
- Q. 4. A. Explain any 5 attributes required by sales person in detail. (05)**  
**B. Write a short note on performance appraisal. (05)**
- Q. 5. Explain any 5 types of training in short for the following: (05)**  
**A. on-the job training (05)**  
**B. off-the-job training (05)**
- Q. 6. What are the challenges and Problems faced in yield management? (10)**
- Q. 7. A. Define promotion and classify them. (05)**  
**B. Define training and write the importance of training in hotels. (05)**
- Q. 8. Explain sales call procedure in detail. (10)**
-