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Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSME353B/2025/BSCHS_SEM5

TYBSCHS (Fifth Semester) Examination, 2025
HSME353B – Specialized Front Office Operations
(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- | | |
|---|-------|
| A) Check-in | [1] |
| B) NEFT | [1] |
| C) Skipper | [1] |
| D) No Show | [1] |
| E) Job Description | [1] |
| Q2. How you would process a guest's bill settlement using travellers cheque at the front desk? | [5] |
| Q3. What is a Property Management System (PMS) and how does it help in managing hotel operations? | [5] |
| Q4. Differentiate between Orientation and Training. | [5] |
| Q5. Explain the purpose of No-Show Report and draw its standard format. | [5] |
| Q6. Describe the different types of folios used in the front office | [5] |
| Q7. Calculate the following hotel performance indicators step-by-step: i. ARR, ii. RevPAR iii .ARG Given data: Total room revenue: ₹2,40,000 Rooms sold: 80 Total rooms available: 100 Total number of guests: 120. | [5] |
