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AISSMS College of Hotel Management and Catering Technology, Pune

Seat No.

[0607]/PGE115B/2025/MSCHS_SEM1

FYMSCHS (First Semester) Examination, 2025
PGE115B - SPECIALIZATION FRONT OFFICE I
(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*.

Q.1 Explain the terms :

- | | |
|--------------------------|-----|
| A) SOP | [1] |
| B) Time and Motion Study | [1] |
| C) Overhead Budget | [1] |
| D) HWC | [1] |
| E) Budgetary Controls | [1] |

Q.2. Enlist the Benefits of using SOPs during day to day operations. [5]

Q.3. Explain the Staffing Guidelines for uniform staff at Front Office. [5]

Q.4. Explain the Budgeting process in detail. [5]

Q.5. What is the importance of Controls in Front Office? [5]

Q.6. Describe the Legal Concern regarding Guest Nonpayment of bills. [5]

Q.7. Enlist and Explain any 5 Types of Budgets. [5]
