

Total No. of Questions: 7

Total No. of Printed Pages: 01

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/PGE235B/2025/MSCHS_SEM3

SYMSCHS (Third Semester) Examination, 2025
PGE235B - SPECIALIZATION FRONT OFFICE III
(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) SOP | [1] |
| B) Budget | [1] |
| C) Loyalty Program | [1] |
| D) Revenue Management | [1] |
| E) Forecasting | [1] |
| Q2. Discuss the day-to-day operations at the front desk. | [5] |
| Q3. How new trends in front office management contribute to operational efficiency. | [5] |
| Q4. Compare the advantages and disadvantages of in-house security versus contracted security in hotels. | [5] |
| Q5. Give the process of external recruiting in front office. | [5] |
| Q6. Discuss the importance of training in enhancing the performance of front office staff. | [5] |
| Q7. Evaluate the enhanced security measures that should be implemented at hotel entry and exit points of front desk and guest corridors. | [5] |
