

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSME353B/2026/BSCHS_SEM5

TYBSCHS (Fifth Semester) Examination, 2026
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) FIT [1]
- B) PMS [1]
- C) Charge Voucher [1]
- D) Floor limit [1]
- E) ARR [1]

Q2. Explain the Front Office Accounting Cycle with the help of diagram. [5]

Q3. Write down the procedure of bill settlement with foreign currency. [5]

Q4. List down various PMS systems used in hotels and elaborate on the significance of PMS in hotels. [5]

Q5. Design an orientation program for new joinee in Front Office department. [5]

Q6. Write down the formula for the following: a. ARG b. No-show % c. RevPAR [5]
d. Foreign occupancy % e. Overstay %

Q7. Enlist various method of bill settlement using credit. [5]
