

Seat No.

[0607]/PGE115B/2026/MSCHS\_SEM1

FYMSCHS (First Semester) Examination, 2026  
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) HWC                   | [1] |
| B) Time and Motion study | [1] |
| C) Zero Base budget      | [1] |
| D) Front Office Control  | [1] |
| E) Guest Privacy         | [1] |

**Q.2.** State the benefits of SOP in Front Office. [5]

**Q.3.** What are staffing guidelines for Front desk staff and uniform staff? [5]

**Q.4.** Enlist the factors that affect front office budget. [5]

**Q.5.** Write a short note on Front Office controls. [5]

**Q.6.** What are steps to be taken in case a guest falls ill in the hotel? [5]

**Q.7.** Describe the steps for Budgeting Process. [5]

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