



# AJEENKYA

## D Y PATIL UNIVERSITY

---

### End Term Examinations (December 2018)

School: Hotel Management      Program: Bachelor of Science in Hospitality & Hotel Administration

Course: Fundamentals of Front Office (Practical)

Course Code: HOM113

Semester: I

Max Marks: 50

Duration (mins): 120

---

Note : 1. Figures to the right indicates full marks.

- |   |          |
|---|----------|
| Q 1. Grooming and Journal.                                  | 15 Marks |
| Q 2. Write a word card for the demonstration.               | 15 Marks |
| Q.3. Demonstration.   | 15 Marks |
| 1. Telephone handling (call on hold, transferring the call) |          |
| 2. Reservation  |          |
| 3. Registration   |          |
| Q.4. Viva   | 10 Marks |