

(A-6) Seat No.: _____

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SARDAR PATEL UNIVERSITY
BBA (HON) HM SEMESTER-I

Day-Friday
Session: Morning

Examination NOVEMBER 2016 (NC)

DATE: 18/11/2016

TIME- 10:00 AM TO 12:00 PM

Subject/course Code: UM01CBBH02

Subject/course Title: Introduction to Hospitality

TOTAL MARKS: 60

No. of pages: 1

Note: 1. Figures to the right indicate marks of the questions.
2. Answers should be precise and to the point.

- Q.1. Explain Front office Department. (Min.500 words) [15]
OR
Q.1. Explain Housekeeping Department. (Min.500 words) [15]
Q.2. What are the Qualities and etiquettes of Hospitality professionals? Elaborate. [15]
OR
Q.2. Describe service elements. [15]
Q.3. How is accommodation sector divided? Explain. [15]
OR
Q.3. Write down Important Land Marks in the development of Hotels? [15]
Q.4. Explain how is hotel industry growing? (With suitable examples). [15]
OR
Q.4. How can we practice eco friendly activities in hotel industry? [15]

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