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SARDAR PATEL UNIVERSITY
B.B.A. (HON) HM EXAMINATION
SEMESTER- IV
Tuesday, 17th April 2018
10.00 A.M. TO 12.00 P.M.
UM04CBBH03
Front Office Management- I

TOTAL MARKS: 60

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

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- Q.1 Define the Message and explain the message slip and message handling procedure. [15]
- OR
- Q.1 Explain the following terms: [15]
- Sorting of mails
 - Allocation of mails
 - Flow chart of mail handling
- Q.2 Explain the following terms: [15]
- Guest Folio
 - High Balance Report
 - Floor limit
- OR
- Q.2 Explain the types of voucher and also explain the house limit. [15]
- Q.3 Explain the following terms: [15]
- Foreign currency exchange procedure
 - Guest's feed back
 - Collecting keys
- OR
- Q.3 Explain the difference between departure and check-out and also explain credit card handling. [15]
- Q.4 Explain the following terms. [15]
- Discrepancy report
 - Key control procedure
 - Locking systems
- OR
- Q.4 What do you mean by Room status Report? And explain types of keys. [15]
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