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**SARDAR PATEL UNIVERSITY**  
**VALLABH VIDYANAGAR**  
**EXAMINATION PROGRAMME – MARCH/APRIL- 2018**  
**S.Y. B.B.A. (H)(TTM)(3 Years) - (IV SEMESTER)**  
**FRIDAY, 20-04-2018**  
**10:00AM TO 12:00PM**  
**UM04CBBT05**  
**FRONT OFFICE MANAGEMENT**

NO OF PAGES - 01

TOTAL MARKS: 60

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

- Q.1. What is "Hotel"? Explain all Types of rooms offered by a five star deluxe Hotel. [15]
- OR
- Q.1. Explain the classification of hotels. [15]
- Q.2. Explain the functions and sections of a hotel Front Office Department.. [15]
- OR
- Q.2. Draw and explain the Hierarchy of Hotel Front Office Department . Write the duties and Responsibility of Front Office Manager Of a five star hotel. [15]
- Q.3. Define tarrif. Explain the tarrif structure. [15]
- OR
- Q.3. Explain the different types of tarrifs . [15]
- Q.4. Explain Check in and checkout process of a guest in a five star hotel. [15]
- OR
- Q.4. What do you understand by room reservation? Explain about all the modes of reservation [15]

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