

2

SEAT No. _____

No. of Printed Pages: (1)

SARDAR PATEL UNIVERSITY
B.B.A.(HON) HM EXAMINATION
SEMESTER- IV
Friday, 12th April 2019
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 Messages and explain about the message slip and message handling procedure. [15]
- OR
- Q.1 Explain the following terms: [15]
- Classification of mail
 - Sorting of mails
 - Allocation of mails
- Q.2 Explain the following terms: [15]
- Floor limit
 - High Balance Report
 - House limit
- OR
- Q.2 Define the guest folio and ledger. And explain the types of folio. [15]
- Q.3 Explain the following modes of settlement of bills. [15]
- Travel voucher
 - Bill to company
 - Traveler's cheque
- OR
- Q.3 What do you mean by the departure and check-out procedure? Differentiate between both. [15]
- Q.4 Explain the following terms : [15]
- Room status Report
 - Locking system (manual & automated)
- OR
- Q.4 Explain about the key control procedure. And also explain types of keys. [15]
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