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SEAT No. _____

No. of Printed Pages : 01

SARDAR PATEL UNIVERSITY
EXAMINATION PROGRAMME - APRIL- 2019
S.Y. B.B.A. (Hon)(TTM)(3 Years) - (IV SEMESTER)

MONDAY, 15-04-2019

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. Define hotel. Explain the Classification of the hotels. [15]

OR

Q.1. Explain the types of rooms with a brief description of each. [15]

Q.2. Draw a standard layout of the 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 tariff. Explain the tariff structure/Pricing for Hotel accommodation. [15]

OR

Q.3. Explain the different types of tariffs . [15]

Q.4. Explain the foreign guest handling by front office executive at Hotel's front office. [15]

OR

Q.4. What do you understand by room reservation? Explain about all the modes of reservation [15]

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