

[A-54]

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SARDAR PATEL UNIVERSITY
B.B.A. (HON) HM EXAMINATION
SEMESTER- II (NC)
Friday, 1st April 2016
2.30 P.M. TO 4.30 P.M.
UM02CBBH03
Front Office Operation- I

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 Explain the Classification of Hotels on the basis of Room no's, service-facilities and overall standards. [15]
- OR**
- Q.1 Define the Hotel, and explain the types of Guest Rooms with all services and facilities. [15]
- Q.2 What is Front Office ? What are the Do's and Don't at the reception counter? [15]
- OR**
- Q.2 What are the duties and responsibilities of front office staff. explain the Coordination of front office with other departments. [15]
- Q.3 Explain the types and importance of Reservations.in detail. [15]
- OR**
- Q.3 Explain the following terms: [15]
- Cancellation
 - Group Reservation
 - Modes of Reservation
- Q.4 Write down the capital and currency of the following countries. [15]
- Switzerland
 - UK
 - USA
 - India
 - Bangladesh
- OR**
- Q.4 Explain about types of meal plans? Explain each plan. [15]
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