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SARDAR PATEL UNIVERSITY
B.B.A. (HON) HM EXAMINATION
SEMESTER- II
Friday, 1st April 2016
2.30 P.M. TO 4.30 P.M.
UM02CBBH09
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 Define the Hotel. And explain the types of Guest Rooms with all services and facilities. [15]

OR

Q.1 Explain the Classification of Hotels on the basis of Room no's, service-facilities and overall standards. [15]

Q.2 What do you mean by Front Office department ? explain duties and responsibilities of front office staff. [15]

OR

Q.2 What are the Do's and Don't at the reception counter? And explain the Coordination of front office with other departments. [15]

Q.3 What is Reservation? Explain the types and importance of Reservations. [15]

OR

Q.3 Explain the following terms: [15]

- Reservation Confirmation
- Over Booking
- Reservation Cancellation

Q.4 What do you mean by types of meal plan? Explain each plan. [15]

OR

Q.4 Write down the capital and currency of the following countries. [15]

- Japan
- China
- Sri Lanka
- Australia
- South Africa

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