

[A16]

SEAT No. \_\_\_\_\_

No. of Printed Pages: (1)

**SARDAR PATEL UNIVERSITY**  
**B.B.A. (HON) HM (4<sup>th</sup> Year) EXAMINATION**  
**SEMESTER- II**  
**Tuesday, 3<sup>rd</sup> April 2018**  
**2.00 P.M. TO 4.00 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.**

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Q.1 Define the Hotel. And explain the types of Guest Rooms with all services and facilities. [15]

**OR**

Q.1 Explain the types of Hotels and explain the International and National chain of Hotels. [15]

Q.2 What do you mean by Front Office department? Explain Do's and Don'ts at the reception counter. [15]

**OR**

Q.2 Explain the Coordination of front office with other departments. Explain the Hierarchy of Front office Department. [15]

Q.3 Explain about the meal plans, in detail. [15]

**OR**

Q.3 What do you mean by the basis of charging and types of rates? Explain it. [15]

Q.4 What is Reservation? Explain the types of Reservations. [15]

**OR**

Q.4 Explain the two-two (2-2) International and National Airlines. In detail. [15]