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SEAT No. _____

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SARDAR PATEL UNIVERSITY
B.B.A. (HON) HM (3Yrs.) EXAMINATION
SEMESTER- II
Tuesday, 3rd April 2018
2.00 P.M. TO 4.00 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 functions and Responsibilities of different segments or departments of a hotel. **[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 are the duties and responsibilities of front office staff? Explain the do's and don'ts at the reception counter? **[15]**

OR

Q.2 What do you mean by Front Office? Explain the Coordination of front office with other departments. **[15]**

Q.3 Explain the following terms: **[15]**

- Group reservations
- Formulation of group rate
- Complimentary policy

OR

Q.3 Define Reservations. And explain the types and importance of Reservations. **[15]**

Q.4 Explain the meal plans and types of rates in hospitality. **[15]**

OR

Q.4 What are the facilities provided by Indian Railways. Explain it. **[15]**