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SARDAR PATEL UNIVERSITY
BBA (HM) (II Sem.) Examination
Tuesday, 25 February 2014
2.30 - 4.30 pm
UM02CBBH03 - Front Office Operation I

Total Marks: 60

Q.1 What are the different types of room? Explain. (15)

OR

Q.1 What is international and National chain hotel? List out different names of it. (15)

2. What are different segment of hotel? Discuss in brief. (15)

OR

2. What are the different sections of Front Office? Explain. (15)

3. What are Do's and Don'ts at reception counter. Explain function of receptionist. (15)

OR

3. What are the different bases of charging of room rates? Explain. (15)

4. What is anatomy of reservation? Explain cancellation procedure. (15)

OR

4. What is overbooking? Explain CRS and Diary system. (15)

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