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SEAT No. _____

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SARDAR PATEL UNIVERSITY
B.B.A.(HON) HM EXAMINATION- (NC)
SEMESTER- II

Friday, 29th March 2019
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.

Q1(A) Define the hotel and Explain about the classification of hotel. (15)Marks

OR

Q1(B) Explain the types of guest room. And also enlist three-three (03-03) national and international chain of hotels.

Q2(A) Explain about Introduction to Front office and duties and responsibilities of front office staff. (15)Marks

OR

Q2(B) Explain the good qualities of front office personnel and describe the do's and don'ts at reception counter.

Q3(A) What do you mean by the reservations? and explain the types and importance of reservations (15)Marks

OR

Q3(B) Explain the following terms.
• receiving reservations
• confirming, amending and
• cancellation of reservations

Q4(A) Explain about the types of rates and meal plans in the hospitality. (15)Marks

OR

Q4(B) Explain about the facilities provided by Indian Railways. And Write down the capital and currency of the following countries.

- Japan
- Afghanistan
- China
- Austria
- New Zealand

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