

106

SEAT No. _____

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SARDAR PATEL UNIVERSITY

EXAMINATION – MARCH/APRIL - 2019

B.B.A. (HONS) (HM) (3 YEARS) - (II SEMESTER)

MONDAY , 25-03-2019

02:00PM TO 04:00PM

NO OF PAGES - 01

UM02CBBH21

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 Define Hotels. Explain the classification of Hotels. (15Marks)
OR
Q1 Draw and explain the organizational structure of a very large hotel. Write the functions and responsibilities of different segments of front office department in a five star hotel. (15Marks)
- Q2 Explain the all the sections and functions of front office department and draw a neat diagram of a standard Layout of Front office department of a five star hotel? (15Marks)
OR
Q2 Explain qualities of front office personnel? (15Marks)
- Q3 Explain the Guest cycle in detail? (15Marks)
OR
Q3 Explain the types of room's reservation in a star categorized hotel. (15Marks)
- Q4 Explain the various basis of charging room rates and meal plan? (15Marks)
OR
Q4 Enlist all the National and International airports exist in India? (15Marks)

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(1)