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SARDAR PATEL UNIVERSITY
FoYBBA (TTM)(HONS.)Sem-VII EXAMINATION
SUBJECT: Front Office Management
UM07EBBT02

Date : 2nd December 2016

Time :10.00am to 12.00pm

Day: Friday

Max. Marks: 60

Answer the following Questions:

Q1.(a) What are the different types of Hotel according to length of guest stay, location and no. of rooms? (15)

Or

(b) What are the different types of hotel rooms? Write about one of the core department of the hotel. (15)

Q2.(a) Draw and give duties and responsibilities of Front office staffs(3each). (15)

Or

(b) Draw a flow chart and explain Guest Cycle. (15)

Q3.(a) What are the features of Hubbart Formula and how it is used in hotel room rate fixing. (15)

Or

(b) How to handle a credit card ? Explain with steps and forms. (15)

Q4.(a) What are the different modes of taking group reservation in a Hotel? What are the process of group arrival? (15)

Or

(b) Explain the packages offered by a hotel. Write in detail Check out process in a hotel. (15)
