

SEAT No. _____

No. of Printed Pages : 1

[4]

SARDAR PATEL UNIVERSITY

Examination Programme

December- 2020 (N.C)

SY BBA (HONS) (H.M)

SEMESTER – III

UM03CBBH09 – Front Office Operation - II

DATE: 04/01/2021 (Monday)

TIME: 10:00 A.M. TO 12:00 P.M.

TOTAL MARKS – 60

Note: 1. All questions carry equal marks.

2. Attempt any 4 (four) from the following 8 (eight) Questions:

- Q.1. How do you distinguished between FIT and GIT? Explain about the pricing and benefits provided by hotels to GIT.
- Q.2. Explain about the role of travel companies in group reservation and services offered.
- Q.3. Give a brief description about the guest arrival process in a five star hotels.
- Q.4. Explain the baggage handling and delivery procedures in any five star hotels.
- Q.5. Explain the Computerized registration System in a five star hotels.
- Q.6. Explain the registration procedures of Domestic and International FIT in a five star hotel.
- Q.7. Explain all types of passports and visas used by travelers for different purposes.
- Q.8. Explain the impacts of Information in context of Tour and Travel.

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[2]