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**SARDAR PATEL UNIVERSITY**

Examination Programme January – 2021

SY BBA (HONS) (H.M)

SEMESTER – III (CBCS) (NEW COURSE)

UM03CBBH21 – Front Office Operation - II

DATE: 02/01/2021 (Saturday)

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

**TOTAL MARKS – 70****Note: 1. All questions carry equal marks.****2. Attempt any 4 (four) from the following 8 (eight) Questions:**

- Q.1. Explain about the role of travel agencies in group reservation and services offered.
- Q.2. How do you differentiate between FIT and GIT? Explain about the pricing and benefits provided by hotels to GIT.
- 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. Elaborate the Hotel's room Registration and Check In Process (Manual And Computerized). Describe the Various Documents used in the Operation.
- Q.6. Describe guest's checkout procedure in details. Also, explain the Foreign Currency Exchange Procedure with enlisting the documents used in the same.
- Q.7. Expand PMS. Describe the Role of information technology in the hospitality industry.
- Q.8. Describe the functions and types of PMS in a hotel. Explain the factors for need of a PMS in any five star hotel.

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