

SEAT No. _____

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SARDAR PATEL UNIVERSITY

S.Y.B.B.A (HM) Examination

Semester – III

Subject: - Front Office Operation - II

Code: - UM03CBBH51

Date: - 02/01/2021

Day: - Saturday

Time: - 10: 00 To 12: 00 PM

Mark: - 70

Attempt any four questions. Each question carries equal marks.

- Q. 1. What do you mean by Group complementary policies? Explain formulation of Group Rate.
- Q. 2. What do you understand by travel agency and tour operator? Discuss the process of Taking Group Reservation and Issuing Confirmation.
- Q. 3. What is the procedure of Arrival? Discuss Arrival Notification and Group Movement method.
- Q. 4. What is the procedure of baggage handling & Delivery? Explain the guest history card and scanty baggage procedure.
- Q. 5. What are the various Formats used in front office operation? Discuss in brief.
- Q. 6. Describe Guest Account Settlement & Foreign currency exchange.
- Q. 7. Explain Registration and Guest Feedback system of five star hotels.
- Q. 8. What are the functions of PMS in the hotel? Describe the role of information technology in hospitality management

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