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[9 & A-30]

SARDAR PATEL UNIVERSITY
S.Y. B.B.A (HM) Examination, Semester III
Friday, 2nd December, 2016
2 p.m. to 4 p.m.
UM03CBBH09:- Front Office Operations II

Total Marks: 60

- Note: 1. Figures to the right indicate marks of the questions.**
2. Answers should be precise and to the point.

1. Explain the registration process of a foreign FIT in detail. (15)
OR
Discuss the utility of a Guest Registration Card in detail along with the format. (15)
2. Discuss Safety Locker Management. Give the diagram of the same. (15)
OR
Explain the formulation of the Group rate in detail. (15)
3. a. Discuss the manual system of reservation. (8)
b. Define Black Book. (7)
OR
a. What are the different types of Visas ? (8)
b. Why Information is a very important aspect in the hospitality industry ? (7)
4. a. What is the Scanty Baggage procedure ? (8)
b. What is the process of receiving SPATT ? (7)
OR
a. What are the roles of Travel Agencies & Tour Operators ? (8)
b. Give the formats of Arrival & Departure Notification forms separately. (7)

