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**SARDAR PATEL UNIVERSITY**  
**B.B.A. (HON) HM ( 3 Yrs.) EXAMINATION**  
**SEMESTER- III**  
**SATURDAY, 24<sup>th</sup> NOVEMBER 2018**  
**2:00 P.M. To 4:00 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.**
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**Q1(A)** Explain about the taking group reservation and issuing confirmation. (15)marks  
And also explain the coordinating with escort and tour leader.

**OR**

**Q1(B)** Explain the following terms...  
• Definition of Group  
• Complimentary Policy  
• Formulation of Group Rate

**Q2(A)** Explain the following terms.... (15)marks  
• Guest History Card  
• Black Book  
• Arrival list

**OR**

**Q2(B)** What is Arrival Procedure ? and explain about the Scanty baggage procedure.

**Q3(A)** What is the Registration process? And explain the difference between (15)marks  
Arrival and Check In.

**OR**

**Q3(B)** What do you mean by the Manual and Computerize Registration System? Explain both with importance.

**Q4(A)** Define Passport and Visa. And Explain the types of Visa. (15)marks

**OR**

**Q4(B)** Explain about the Impact of Information and providing information.

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