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SEAT No. _____

No. of Printed Pages: (1)

SARDAR PATEL UNIVERSITY
B.B.A. (HON) HM (4th Year) EXAMINATION**SEMESTER- II****Tuesday, 3rd April 2018****2.00 P.M. TO 4.00 P.M.****UM02CBBH03****Front Office Operation- I****TOTAL MARKS: 60**

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

Q.1 Define the Hotel. And explain the types of Guest Rooms with all services and facilities. [15]

OR

Q.1 Explain the types of Hotels and explain the International and National chain of Hotels. [15]

Q.2 What do you mean by Front Office department? Explain Do's and Don'ts at the reception counter. [15]

OR

Q.2 Explain the Coordination of front office with other departments. Explain the Hierarchy of Front office Department. [15]

Q.3 Explain about the meal plans, in detail. [15]

OR

Q.3 What do you mean by the basis of charging and types of rates? Explain it. [15]

Q.4 What is Reservation? Explain the types of Reservations. [15]

OR

Q.4 Explain the two-two (2-2) International and National Airlines. In detail. [15]