

SEAT No. _____

No. of Printed Pages: 01

[A-24]

SARDAR PATEL UNIVERSITY
B.B.A. (HON) HM (4 Year) EXAMINATION
SEMESTER-III (NC)
TUESDAY, 21st NOVEMBER 2017
2:00 P.M TO 4:00 P.M
UM03CBBH03
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.

Q.1. What do you mean by Travel Agency and Tour Operator? Explain both with an example. **(15)**

OR

Q.1. Explain the following terms...
 • Formulation of Group Rate
 • Definition of Group
 • Complimentary Policy

Q.2. Explain the following terms.... **(15)**
 • Black Book
 • Arrival list
 • Guest History Card

OR

Q.2. What do you mean by the Manual and Computerize Registration System?
Q.3. What is Arrival Procedure ? and explain about the Scanty baggage procedure. **(15)**

OR

Q.3. What is Registration? And explain the difference between Arrival and Check In.

Q.4. Define Visa and Passport and Explain the types of Visa.

OR

Q.4. Explain the term 'Analyzing value and Impact of Information'. **(15)**

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