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SARDAR PATEL UNIVERSITY
B.B.A. (HON) HM (3 Yrs.) EXAMINATION
SEMESTER- III

Tuesday, 21st November 2017

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.

Q1 Define Travel Agency & Tour Operator. And explain the term "Coordinating with Escort and Tour Leader." **(15)marks**

OR

Q1 Define a Group and explain about the Complimentary Policy and Formulation Of Group Rate.

Q2 Define the Guest (FIT and GIT) and describe the Format of Registration. **(15)marks**

OR

Q2 Explain about the Registration of FIT and GIT (Domestic And Foreigner Clients)

Q3 Explain the following terms... **(15)marks**
• Welcoming & Greeting of Guest
• Baggage Handling & Delivery Procedure

OR

Q3 Explain the Scanty Baggage Procedure and Guest History Card.

Q4 Define the Visa and Passport and write down the content of Passport. **(15)marks**

OR

Q4 What is Impact of Information? Explain about Hotel Services Information.
