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SARDAR PATEL UNIVERSITY
B.B.A. (HON) HM EXAMINATION
SEMESTER- IV

Friday, 22nd April 2016
10.30 A.M. TO 12.30 P.M.

UM04CBBH03

Front Office and Accommodation Management- I

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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- Q.1** Define the Mails & Messages. And explain the Classification of Mail. **[15]**
- OR**
- Q.1** Explain the following terms: **[15]**
- Sorting of Mails
 - Allocation of Mails
 - Message slips
- Q.2** Explain the types of Vouchers and posting procedure. **[15]**
- OR**
- Q.2** Explain the following terms: **[15]**
- Guest Folio
 - Manual System of Accounting
 - Floor Limit & House Limit
- Q.3** What are the difference between Check-out & Departure? And also Explain Left Luggage Procedure. **[15]**
- OR**
- Q.3** Explain the following terms: **[15]**
- Final Settlement of Bills
 - Credit Card Handling
 - Foreign Currency Exchange
- Q.4** Explain the types of Keys & Locking System (Manual and Automated) **[15]**
- OR**
- Q.4** Explain the following terms : **[15]**
- Room Status Report
 - Discrepancy Report
 - House count