

SEAT No. _____

No. of Printed Pages: (1)

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SARDAR PATEL UNIVERSITY
B.B.A. (HON) HM EXAMINATION
SEMESTER- IV
Tuesday, 17th April 2018
10.00 A.M. TO 12.00 P.M.
UM04CBBH03
Front Office 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 Message and explain the message slip and message handling procedure. **[15]**
- OR**
- Q.1** Explain the following terms: **[15]**
- Sorting of mails
 - Allocation of mails
 - Flow chart of mail handling
- Q.2** Explain the following terms: **[15]**
- Guest Folio
 - High Balance Report
 - Floor limit
- OR**
- Q.2** Explain the types of voucher and also explain the house limit. **[15]**
- Q.3** Explain the following terms: **[15]**
- Foreign currency exchange procedure
 - Guest's feed back
 - Collecting keys
- OR**
- Q.3** Explain the difference between departure and check-out and also explain credit card handling. **[15]**
- Q.4** Explain the following terms. **[15]**
- Discrepancy report
 - Key control procedure
 - Locking systems
- OR**
- Q.4** What do you mean by Room status Report? And explain types of keys. **[15]**
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