

Roll No. ....

## **DFO–102**

### **Introduction to Front Office**

Diploma in Front Office Management (DFO–12)

First Semester, Examination, 2017

**Time : 3 Hours**

**Max. Marks : 35**

**Note :** This paper is of **thirty five (35)** marks containing **three (03)** sections A, B C. Attempt the questions contained in these sections according to the detailed instructions given therein.

#### **Section–A**

##### **(Long Answer Type Questions)**

**Note :** Section ‘A’ contains four (04) long answer type questions of seven and half ( $7\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. Draw the layout of front office department of five star hotel. Mention the duties and responsibilities of Front Office Manager.
2. Enlist the attributes required for front office personnel.
3. Name the equipments used at Bell Desk, Travel Desk and Guest Relation Desk.
4. Write a note on different ‘Guest Services’ offered by the hotel.

### Section-B

#### (Short Answer Type Questions)

**Note :** Section 'B' contains eight (08) short answer type questions of two and half ( $2\frac{1}{2}$ ) marks each. Learners are required to answer *six* (06) questions only.

1. List the importance of front office department in the hotel.
2. Draw the organizational structure of front office department of the large hotel.
3. Explain how front office co-ordinate with housekeeping department.
4. List the duties and responsibilities of Bell Captain.
5. Name the equipments used in lobby.
6. Explain in brief the baggage handling procedure.
7. Explain and draw any *two* forms used at Bell Desk.
8. Discuss the role of Lobby Manager in the hotel.

### Section-C

#### (Objective Type Questions)

**Note :** Section 'C' contains ten (10) objective type questions of half ( $\frac{1}{2}$ ) mark each. All the questions of this section are compulsory.

1. .... is complain related to rude behaviour of the staff. (Attitudinal Complain/Mechanical Complain)
2. .... is the head of the lobby.

(Front Office Manager/Lobby Manager)

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3. GRE stands for Guest Relation Executive.  
(True/False)
4. Salesmanship is one of the important attitude of front office staff.  
(True/False)
5. Guest who leaves the hotel without settling his bill is called ..... .  
(Skipper/Turn away guest)
6. .... is a document required for co-ordination within the front office department.  
(Log Book/Message Register)
7. .... is responsible for receiving and assigning room to the guest.  
(Receptionist/Reservation assistant)
8. .... is the area just inside the hotel, beyond the entrance where the guest can meet and wait.  
(Lobby/Banquet)
9. .... is responsible for handling guest luggage at the time of check in and check out of guest.  
(Bell Boy/Doorman)
10. OOO stands for ..... .  
(Out of Order/Out of Occurrence)

