

Roll No. ....

## **DFO–103**

### **Front Office Operation**

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 and 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. What are the various stages of guest contact with the hotel ? Discuss in detail.
2. Explain Whitney system of reservation and diary system of reservation.
3. Explain the Check-in procedure of Guest with confirm reservation.
4. What do you mean by Group Reservation ? Explain its importance for a hotel and the procedure to be followed while processing group reservation.

**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. What do you mean by profiling of hotel guest ?
2. What do you understand by centralized reservation system ?
3. What are the various sources of reservation ?
4. What do you understand by yield ?
5. What do you understand by late charges ? How late charges can be avoided ?
6. Discuss the difference between cash and credit settlement.
7. What is foreign Currency ? What are the rules and regulation governing it ?
8. What are the various types of Visas ?

**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.

Briefly explain in few lines :

1. Allowance
2. American plan

**[ 3 ]**

3. Audit
4. Bin card
5. Blanked reservation
6. Duplex
7. EPBAX
8. Express check out
9. F. H. R. A. I.
10. F. I. T.

