

Roll No.

DFO–102

Introduction to Front Office

Diploma in Front Office Management

(DFO-12/(6)

First Semester, Examination, 2017

Time : 3 Hours

Max. Marks : 40

Note : This paper is of **forty (40)** 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 nine and half ($9\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. What do you mean by guest complaints ? Explain the procedure to be followed while handling hotel guest complaints.
2. Draw the organizational structure of front office department of a large hotel. Discuss the job description of hotel front office receptionist.
3. List out and explain essential attributes of front office staff.

4. Discuss interdepartmental coordination of front office with other departments of the hotel.

Section-B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. Discuss duties and responsibilities of lobby manager.
2. Differentiate between up and down bell activity.
3. What do you mean by guest services ? Write any *four* examples.
4. Draw the layout of hotel lobby.
5. Who is GRE ? Write any *four* essential duties performed by GRE.
6. List out any *five* functions of bell desk.
7. Why is front office department known as nerve center of the hotel ?
8. Discuss coordination of front office with engineering and maintenance department.

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.

Choose the correct answer :

1. A guest who comes into the hotel without reservation is known as :
 - (a) No show
 - (b) Scanty baggage guest
 - (c) Walk in
 - (d) All of the above

2. _____ is a process of locating the in house guest.
- (a) Registration
 - (b) Paging
 - (c) Reservation
 - (d) Check in
3. _____ is a situation when a guest with confirmed reservation did not arrive in the hotel.
- (a) Check in
 - (b) Scanty baggage
 - (c) No show
 - (d) All of the above
4. _____ means shifting guest belongings in another room in the presence of guest is known as :
- (a) Up bell
 - (b) Down bell
 - (c) Live move
 - (d) None of the above
5. _____ section is the extension of information and bell desk.
- (a) Travel desk
 - (b) Business center
 - (c) Airport representative
 - (d) Concierge

Match the following :

- | | | |
|-----|-----------------------|--|
| 6. | Scanty baggage | Complaint |
| 7. | Welcome drink | Guest arrives with less or
least belongings |
| 8. | Down bell | Arrival Stage |
| 9. | City tour | Departure Stage |
| 10. | Guest dissatisfaction | During Stage |