

Roll No.

DFO–103

Front Office Operation

Diploma in Front Office Management

(DFO–12/16)

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. Describe the *four* phases of the guest cycle. Explain the process of pre-arrival activities.
2. Differentiate between global distribution system and central reservation system.
3. Differentiate between guaranteed and non-guaranteed reservation.
4. What is registration ? Explain the flow of registration.

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. What are the various methods of making a reservation ?
2. What are the duties and responsibilities of a night auditor ?
3. Explain the step by step procedure of guest check-out through credit card.
4. Write a short note on "Guest Cycle".
5. What do you mean by upselling ? Explain.
6. Draw a neat format of Form-C.
7. Write a note on group reservation.
8. Write a note on PMS application in front office.

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.

Write True *or* False :

1. The hotel register is known as Red Book.
2. Form-F requires the necessary data to be taken from each and every hotel guest.
3. The guest who arrives at a hotel with very little or no baggage is known as walk-in guest.
4. SABRE is a well known CRS.
5. An emergency key is also known as grand master key.

[3]

Fill in the blanks :

6. One must have_____ and _____ document for travelling to a foreign country.
7. MAP stands for_____.
8. Scald are caused due to _____ heat
9. _____may occur due to excessive haste.
10. A _____key opens all guest room doors, which are not double locked.

