

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. 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.

