



DIPLOMA IN FRONT OFFICE MANAGEMENT (DFO-11/12)

ASSIGNMENT

Last Date of Submission: 15th February 2014

Course Title: Introduction to front Office

Course Code: DFO- 102

Year: 2013-14

Maximum Marks: 20

Section-A

Section 'A' contains 08 short answer type questions of 2^{1/2} marks each. Attempt any 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately. Briefly discuss the following:

1. Write a note on classification of hotel.
2. Draw the layout of front office department of hotel.
3. Define job description and list duties and responsibilities of night auditor.
4. Write a note on front office equipments used in front office of a hotel.
5. Write note on "attributes of hotel staff".
6. What are the functions of travel desk in hotel?
7. Write a note on reception.
8. What are the main duties and responsibilities of Bell captain?

Section-B

Section 'B' contains 04 long answer-type questions of 5 marks each. Attempt any 2 questions only. Answers of Long answer-type questions must be restricted to 1000 words approximately. Briefly discuss the following:

1. Co-ordination between various sections of front office department.
2. Write an essay on equipments and furniture used in Front Office of hotel.
3. Guest mail handling Procedure.
4. Guest paging