



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

Last Date of Submission: 15th February 2014

Course Title: Front Office Operations

Course Code: DFO- 103

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. Activities in pre-arrival stage.
2. Explain various types of reservation in context to hotel.
3. Guest registration card.
4. Group reservation
5. Market Segmentation
6. Guaranteed Reservation
7. Modes of reservation enquiry
8. What is Passport? Explain various types of Passport.

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. Computer Application in Hotel
2. Explain the departure procedure.
3. What do you mean by Visa? Explain various types of VISA.
4. Importance of communication