



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

DIPLOMA IN FRONT OFFICE MANAGEMENT (DFO)

ASSIGNMENT

*Last Date of Submission: 15<sup>th</sup> January 2013*

**Course Title:** Introduction to front Office

**Course Code:** DFO- 102

**Year:** 2012-13

**Maximum Marks:** 20

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

**Section-A**

1. Write a note on development of hotel industry.
2. Draw the layout of front office department of hotel and list various functional areas of front office department.
3. Define job description and list duties and responsibilities of front office cashier.
4. Write a note on "equipments used in front office of hotel".
5. Write note on "attributes of front office staff".
6. What are the functions of bell desk in hotel?
7. Write a note on travel desk.
8. What are the main duties and responsibilities of GRE?

**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:**

**Section-B**

1. Write a detailed note on co-ordination between various sections of front office department of hotel.
2. Write an essay on equipments and furniture used in hotel lobby.
3. What do you mean by paging in hotel? Explain the procedure of paging in hotel.
4. Write an essay on guest services provided by hotel.

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