



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:** Front Office Operations

**Course Code:** DFO- 103

**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 guest cycle.
2. Define reservation? Explain various types of reservation in context to hotel.
3. Define registration? Explain the procedure of guest registration.
4. Write a note on "group reservation".
5. Write note on "safety and security".
6. What are the various segments of hotel guest? Explain.
7. Explain the procedure of foreign currency encashment.
8. What is VISA? Explain various types of VISA.

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 application of computer in front office department of hotel.
2. Define night audit? Explain the procedure of night audit.
3. What do you mean by Passport? Explain various types of passports issued by passport office in India.
4. Write an essay on importance of communication in front office department of hotel.