



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)  
उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

MASTER OF HOTEL MANAGEMENT (MHM-11)

Assignment

Last Date of Submission: 15 Jan 2014

Course Title: Front office & public relations

Course Code: MHM - 102

Session: 2013-14 Summer

Maximum Marks: 20

Section 'A' contains 08 short answer type questions of 2<sup>1/2</sup> marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

- (1) Various services provided by the Front office
- (2) Handling guest complaint
- (3) Various methods of payments
- (4) Suggestive selling
- (5) Safe deposit boxes
- (6) Duties and responsibilities of front office manager
- (7) Emergency situations in a hotel
- (8) Guest cycle

Section 'B' contains 04 long answer-type questions of 5 marks each. Learners are required to answer 02 questions only.

Discuss the following in detail:

- (1) Various types of hotels
- (2) Facilities provided in a five star hotel
- (3) Public relation department and its importance
- (4) Personal hygiene and grooming