



# UNIT-2

## Managing Front Office Operations

### Learning Outcomes

**By the end of this unit the learner will be able to:**

- ✓ Describe the Front Office operations and its Organizational Structure
- ✓ Recognize the Profitable Aspects of Yield Management

# Managing Front Office Operations Test Bank

**Brandy Zieseemer**



## **Managing Front Office Operations Test Bank:**

CBSE Class 12 - Front Office Operations Question Bank Mocktime Publication,101-01-01 CBSE 12 Question Bank Front Office Operations      **Tourism Administration And Management Question Bank UGC NTA NET Assistant Professors** Mocktime Publication,101-01-01 Chpater 1 Foundations Early and Medieval Period of Travel Renaissance and its Effects on Tourism the Birth of Mass Tourism and the distinction between Old and in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 2 Tourism Forms Characteristics Nature Scope and Characteristics of Tourism the Need for Measurement of Tourism and the Interdisciplinary Approaches to its study in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 3 Tourism Systems Models Butler s Tourism Area Life Cycle TALC Doxey s Irridex Index and the Demonstration Effect in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 4 Tourist Motivation Industry Fundamentals The Meaning and Nature of Tourism Industry its Input and Output and the Tourism Industry Network comprising Direct Indirect and Support Services Basic Components of Tourism Transport Accommodation Facilities Tourism Business during Liberalization Tourism Impacts Economic Social Cultural and Environmental encompassing both Positive Factors affecting the future of tourism business Seasonality Latitude Longitude Areas Sub Areas and Sub Regions as per International Air Transport Organization IATA IATA Three Letter City Code and Two Letter Airlines and Airport Code in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 8 Time Concepts Elements of weather and climate and the Impact of weather and climate on tourist destinations in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 10 Indian Geography Tourist Movement Physical Geography of India including Distribution of Rivers Mountains Plateaus Tourists Movement encompassing Demand and origin factors destinations and resource factors and Contemporary trends in international tourists movements Environment Act Environment rules Environmental Impact Assessment EIA Environmental Information System EIS Environmental Management System EMS Forest Act Forest Conservation Act and Wild life Protection Act in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 11 Indian Tourism Products Nature Attractions Heritage Tourist attraction Concept Heritage Indigenous and Colonial Handicrafts of India Fairs and Festivals of Social Indian Music including Different Schools Status of Indian Vocal Indian Museums Art Galleries Libraries Indian cuisine Regional variations in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 13 Historical Monuments Cultural Aspects Indian rituals and dresses World heritage sites of India in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 14 Religious Centers Legendary Figures places associated with the work and life of legendry figures Mahatma Gandhi Pt Jawaharlal Nehru Dr B R Ambedkar Swami Vivekananda Rabindranath Tagore Subash Chandra Bose Important paces related to India s freedom struggle in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 15 India s Protected Areas

National Parks Wildlife Sanctuaries Beach Resorts of India including Locations Accessibility Facilities Amenities and Uniqueness of important Beaches of Gujarat Maharashtra Goa Karnataka Kerala Tamil Nadu Puducherry Andhra Pradesh Odisha West Bengal Lakshadweep and Andaman Role of Transportation in Tourism Major transport systems Rail Road Air and Water transport Road Transport Network in North America South America Europe South Africa Asia and the Middle East Austria and New Zealand Major Railway Transport Network in the World Modes of transportations in India Past Limitations of weights and capacities Scheduled and non scheduled airlines services No frill airlines Open sky policy International conventions Functions of IATA ICAO DGCA AAI GDS in air transportation Types of air journey MPM TPM Extra Mileage Allowance One way Return Trip and Circle Trip Journey Higher Intermediate Fare Check Point Add on and Open Jaw Fare Excursion Fare and Components in International Air Tickets in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 20 Airline Business Logistics Distribution of Sales of Airlines Tickets Baggage and Travel Documents Air Charter Services Miscellaneous Charges order MCO Multiple Purpose Document MPD Billing and Settlement Plan in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 21 Indian Surface Transport Systems Documents connected with road transport viz Regional Transport Authority transport and insurance documents road taxies fitness certificate contact carriage state carriage All India permits maxi car motor car etc in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 22 Global Indian Railways types of tours available in Indian Rail Indrail pass special schemes and packages available palace on wheels royal orient fairy queen and toy trains including Planning itineraries on Indian Railways reservation and cancellation procedures Water Transport System Historical past cruise ships ferries hovercraft river canal boats Prospects and future growth of water transport in India and Major cruise lines of the world and their packages in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 23 Travel Trade Fundamentals Agency Types of Tour Operator Inbound Outbound Domestic Ground and Specialized and Types of Tour Independent Tour Escorted Tour Hosted Tour Incentivized Tour in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 24 Tour Operation Management Meeting Use of Information Technology in Travel Agency Business Types of Itinerary Resources and Steps for Itinerary Planning Tour Costing Tariffs FIT Confirmation of Tour Creation of Docket File Issue of Tour Vouchers Reconfirmation with Airlines Hotel Distributing Customized Itinerary to Tour Leader Guide Driver Standard Procedures for Pickup and Drop Preparation of Feedback or Guest Comment Sheet Analysis of Comments of Guest Tour Guides Relation with service suppliers Travel agency appointments and International regulations in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 26 Travel Documentation Formalities Cargo Health Certificates Currency Travel Insurance Credit Customs Currency Baggage and Airport information Citizenship Passport Visa FEMA Foreigners Registration Act Customs RBI guidelines Criminal Law Registration of cases Cargo handling Baggage allowance free access

baggage Weigh and piece concept Accountability of lost baggage Dangerous goods Cargo rates and valuation charges Automation and airport procedures Tour Brochures element and importance of brochure in context of UGC NTA NET Exam Subject Tourism Administration And Management Chapter 27 Hospitality Industry Characteristics Concepts Concepts of Atithi Devo Bhavah Hotel and the other lodging facilities types of hotels and hotel departments classification of hotels chain operations E Hospitality Types of accommodation Activities in Accommodation Management Front office Housekeeping Bar and Restaurant Supporting services in context of UGC NTA NET Exam Subject Tourism Administration And Management Chapter 28 Hotel Operations in India Incentives Regulations Front Office Duties and responsibilities of front office staff Reservation Factors affecting the price of accommodation important functions of Housekeeping Management liaison with other departments room supplies Bed making and related types of service Housekeeping department Hierarchy duties Types of Meal Plans Types of Restaurant Menu Room Service Catering Services Food Service for the Airlines Banquette Corporate MICE Retail Food Market Business Industrial Food Service Healthcare Food Service club food services Trends in lodging and food services Food Characteristics of Service Salient features of Marketing Services Services Marketing Concept Need Tourism Marketing Environment Strategic Planning and Marketing Process Organizing and Implementing marketing in the Tourism Organization Service Quality Gap Model of Service Quality Marketing Research Market Segmentation Targeting and positioning for competitive advantage Relationship Marketing Familiarization Trip in context of UGC NTA NET Exam Subject Tourism Administration And Management Chapter 31 Tourism Marketing Mix Strategies Designing Tourism Product Branding and Packaging Product Development Product Life Cycle Pricing Strategies and Approaches Advertising Sales Promotion Publicity Personal Selling Tourism Distribution Channels Cooperation and conflict Management in context of UGC NTA NET Exam Subject Tourism Administration And Management Chapter 32 Modern Marketing Approaches Corporate Social Responsibility Marketing Ethics Destination Image Development Attributes of Destinations Destination resource analysis measurement of destination image Destination branding perspectives and challenges Creating the Unique Destination Proposition Place branding and destination image Destination image formation process unstructured image Product development and packaging Institutional Support Roles of international national state and local tourism organizations in carrying out tourism policies Tourism planning for thrust areas special tourism areas Sustainable tourism development Pro poor Tourism and Community Participation Responsible tourism Tourism Policy Factors influencing tourism policy National Tourism Policy in context of UGC NTA NET Exam Subject Tourism Administration And Management Chapter 34 Levels of Tourism Planning Approaches important feature of five year tourism plans in India Elements Agents Processes and typologies of tourism development State tourism policies National Planning Policies for Destination Development WTO Guidelines for Planners Role of urban civic bodies Town planning Characteristics of rural tourism planning in context of UGC NTA NET Exam Subject Tourism Administration And Management Chapter 35 Economic Systems Demand Impacts measures

of dispersion range standard deviation variance etc skewness and kurtosis correlation and regression scatter plots lines of best fit Pearson and Spearman correlation coefficients Regression bivariate and multivariate Distributions discrete and continuous Normal distribution sampling distribution hypothesis testing parametric vs non parametric tests t tests ANOVA Chi square tests run Test sign tests Wald Walfowitz Test Kursal Walis Test Komogrov Smirnov Test in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 37 Research Methodology in Tourism Design Data Collection review of literature variables and measurement concepts constructs and formulation of hypothesis Sampling methods of data collection development of schedules and questionnaires scales and fieldwork Qualitative research quantitative vs qualitative research techniques Grounded Theory Ethnography Case method of research Content Analysis Phenomenology Narrative research mixed methods Analysis tools Factor analysis discriminant analysis conjoint analysis multiple regression etc Report writing types of report in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 38 Management Principles External and internal environment affecting managerial decisions social responsibilities of business evolution of management thought functions of planning organizing staffing directing and controlling in context of UGC NTA NET Exam Subject Tourism Administration And Management Chpater 39 Organizational Behaviour Dynamics Organization structure centralization vs decentralization strategy Common organizational designs Simple bureaucratic matrix virtual boundary less feminine Organization as an open system Hotel Accounting Financial management Concept of raising funds capital structure capital budgeting Internal financial control meaning problems unique to hospitality industry Establishing cost standard Types of budget preparation of budget and zero based budgeting working capital Management cash management Opportunities and challenges for investments in hotel aviation Elements of Contract Act Breach of Contract Performance of Contract Indemnity Guarantee Bailment Consumer Protection Act in context of UGC NTA NET Exam Subject Tourism Administration And Management Medical Office Management and Technology Brandy Ziesemer,2013-03-27 From A to Ziesemer Medical Office Management and Technology is the text to help student s navigate through their medical office management courses whether as part of a health information technology medical administration or any other allied health program This text starts at the beginning with an introduction to new students not familiar with this topic and works thorough even the most advanced topics in medical office management With a special focus on leadership and a logical progression through the topics this has the makings of a faculty member s most trusted resource for this course

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