



Name :

Roll No. :

Invigilator's Signature :

CS / BHMCT / SEM-4 / HM-403 / 2013

2013

FRONT OFFICE MANAGEMENT

Time Allotted : 3 Hours

Full Marks : 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP – A

(Objective Type Questions)

1. State whether the following statements are *True* or *False* :

10 × 1 = 10

- i) More room available than the expected arrivals for the day means plus position.
- ii) A hotel adapts a fixed percentage of overbooking for last minute cancellation/no show.
- iii) Total sale divided by number of guests is called Average Room Rent.
- iv) Hubbart formula is most useful in setting Actual Average price.

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- v) The guest who comes to the hotel with very less or no luggage is called Poor guest.
- vi) Room occupancy percentage is same as House count.
- vii) House count measures the success of Front office in selling guest rooms.
- viii) Revpar is the revenue earned from total number of rooms sold.
- ix) Reservation is the activity of booking the room in advance from a guest for later dates.
- x) Allowance is other form of voucher.

GROUP – B

(Short Answer Type Questions)

Write short notes on any *three* from following :

3 × 5 = 15

- 2. Room sale mix projections
- 3. Budgetary control
- 4. Market based pricing
- 5. Forecasting
- 6. Capacity Management.



GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. What are the formula for calculating the following ?
 - a) Room occupancy %
 - b) Single occupancy %
 - c) Bed occupancy %
 - d) Local occupancy %
 - e) Revper.
 8. What do you understand by hotel room tariffs ? How will you fix the room rates by using Hubbart formula ?
 9. Forecast ten days room occupancy for your hotel. What information would you collect for forecasting ?
 10. Selling of rooms is one of the main functions and important factor in Front office operation. What are the different techniques used to sell rooms in a hotel ?
 11. Write short notes on the following :
 - a) Function of PMS in hotel revenue management
 - b) Yield Management
 - c) Night Auditing in a hotel.
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