



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHM/SEM-5/HM-501/2009-10**

**2009**

**FRONT OFFICE**

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. Answer any *ten* of the following questions : 10 × 1 = 10
- i) What is another term for leading ?
  - ii) Define the term planning.
  - iii) What is a corporate rate ?
  - iv) What is weekend rate ?
  - v) What is the formula of ARR ?
  - vi) What is occupancy percentage ?
  - vii) What is yield statistics ?
  - viii) What is rate spread ?
  - ix) What is wash factor ?
  - x) What is lead time ?

CS/BHM/SEM-5/HM-501/2009-10



- xi) What is hurdle rate ?
- xii) What is succession planning ?
- xiii) What are the two selection tools ?
- xiv) Define hiring.
- xv) Define scheduling.

**GROUP – B**

**( Short Answer Type Questions )**

Answer any *three* of the following.  $3 \times 5 = 15$

- 2. What is the role of yield management ?
- 3. Write about the safety and security of guests.
- 4. Write about the importance of forecasting.
- 5. What is scheduling ?
- 6. Why do hotels overbook rooms ?

**GROUP – C**

**( Long Answer Type Questions )**

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

- 7. Explain the seven functions of management.
- 8. What are the factors for establishing room rates ?
- 9. Explain capacity management.
- 10. Write a note on skills training.
- 11. Explain emergency procedures in detail.

