



Name :
Roll No. :
Invigilator's Signature :

CS / BHM (OLD) / SEM-5 / HM-501 / 2010-11

2010-11

FRONT OFFICE OPERATION

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. Define the following : 10 × 1 = 10
- i) Corporate Rate
 - ii) Package Plan Rate
 - iii) Job Specification
 - iv) Performance Appraisal
 - v) Electronic Safe
 - vi) Hurdle Rate
 - vii) Lead Time
 - viii) Upgrade
 - ix) Achievement Factor
 - x) Rate spread.



GROUP – B

(Short Answer Type Questions)

2. Write short notes on any *three* from the following : $3 \times 5 = 15$
- a) Room forecasting
 - b) Yield Management
 - c) Refining of budget
 - d) Job orientation
 - e) Exit interview
 - f) Rule of thumb
 - g) Cross-training.

GROUP – C

(Long Answer Type Questions)

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

- 3. Identify the training needs and explain the purpose of training.
- 4. What is yield management concept ? What are the advantages of yield management ?
- 5. Explain in brief the role of human resource management in a hotel.
- 6. Write short note on the following :
 - a) Induction
 - b) Scheduling
 - c) Motivation
- 7. List five safety rules which all hotels should implement in order to give full safety to the guest and the staff.
- 8. As a Front Office personnel what should you do –
 - a) if there is a bomb threat call ?
 - b) if there is a suicide attempt in your hotel ?
 - c) if two guests fight with each other ?

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