ROLL No……………

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2014-2015

COURSE   :   5th Semester of 3-year B.Sc. in H&HA
SUBJECT   :   Front Office Management - I
TIME ALLOWED   :   03 Hours   MAX. MARKS: 100
_____
(Marks allotted to each question are given in brackets)
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Q.1.   Discuss the role and prospects of Information & Technology in hotels.

(10)

Q.2.   What do you understand by PMS component? What are the common software options in a PMS?
OR
Explain "Need Analysis" in selecting a PMS. What is the procedure for performing a Need Analysis?

(10)

Q.3.   What are the main approaches to pricing rooms? Explain.
OR
What are the different methods to control and prevent the understays and no-shows in hotels?

(10)

Q.4.   Explain the role of Front Office Manager in evaluating, forecasting and planning to improve the business of hotel.
OR
What are the different techniques used for forecasting?

(10)

Q.5.   Write in short (**any four**):
        (a)   ARR
        (b)   Potential average rate
        (c)   Rev PAR
        (d)   Break even
        (e)   Zero budget
        (f)   Lettable rooms

(4x 2 ½ =10)

Q.6.   Hotel Meridian has 150 rooms. On 5th November, there are five out-of-order rooms and three are occupied by executives. Sixty guests occupying 40 rooms are stay-overs, 39 guests are holding reservation for 35 rooms for that day. The percent of no-shows has been calculated at 20%. Based on historical data, seven under-stays and fourteen over-stays are expected. Thirty-four guests occupying 30 rooms are expected to check-out.

Calculate the number of rooms available for sale on 5th November.

(10)

Q.7.   Explain the following (**any four**):
   (a)   Variance
   (b)   Double charge
   (c)   Multiple occupancy percentage
   (d)   Potential room revenue
   (e)   Sale and plan
   (f)   Budgeted income statement (BIS)

(4x 2 ½ =10)

Q.8.   What are the advantages and disadvantages of budgeting?

(10)

Q.9.   What do you mean by budget cycle? Explain different types of budget.

(10)

Q.10. Match the following:

(a)	RDM	(i)	Double occupancy
(b)	House count	(ii)	Department head
(c)	Funds	(iii)	No. of rooms occupied
(d)	Understay	(iv)	Fortune
(e)	Hollywood room	(v)	GDS
(f)	Room count	(vi)	Early check out
(g)	IDS	(vii)	Budget
(h)	Galileo	(viii)	Complementary
(i)	Occupancy	(ix)	No. of guest
(j)	House use	(x)	Total no. of guest staying

(10x1=10)

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