ROLL No……………

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2013-2014

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)
_____

Q.1.   Discuss the use of PMS applications in hotels and explain Fidelio System.

OR

"Hotel Automation leads to the efficient management of hotel resources and to greater guest satisfaction". Elaborate the various aspects of computer applications in hotels today.

(10)

Q.2.   (a)   State the information required for developing room forecast in a hotel.
        (b)   Draw a sample 'Three Day Forecast Form'.

(5+5=10)

Q.3.   Elucidate:
        (a)   Objectives of budgetary control.
        (b)   Limitations of budgeting.

(5+5=10)

OR

        (a)   Define Budget, Budgeting and Budgetary Control.
        (b)   What are the uses of Front Office Departmental budget to the hotel?

(6+4=10)

Q.4.   Explain the following (**any five**):
        (a)   Floor Limit   (b)   Retention Charge
        (c)   Over Stay   (d)   Black List
        (e)   Package Rate   (f)   City Ledger
        (g)   Wash Factor

(5x2=10)

Q.5.   Discuss in detail the advantages and disadvantages of PMS in hotel.

(10)

Q.6.   Differentiate between (**any two**):
    (a)   Rev PAR and ADR
    (b)   Market Condition Approach and Rule of Thumb Approach
    (c)   Fixed Budget and Flexible Budget
    (d)   Rack Rate and Special Rate

                                                                              (2x5=10)

Q.7.   Give the formula of the following (**any five**):
    (a)   No show percentage   (b)   Average rate per guest
    (c)   House Count   (d)   Yield percentage
    (e)   Room Occupancy percentage   (f)   Overstay percentage

                                                                            (5x2=10)

Q.8.   Write short notes on (**any two**):
    (a)   Budget Cycle   (b)   Shawman   (c) Forecasting Data

                                                                              (2x5=10)

Q.9.   What are the criteria of evaluating the performance of Front Office Operations?

                                                                                   (10)

OR

    (a)   Discuss the term 'Guest Satisfaction' and 'Guest Expectations'.
    (b)   Explain the philosophy behind handling guest complaints.

                                                                            (5+5=10)

Q.10.   Hotel Luxury has 400 rooms. On 1st June 2012, there are 10 out of order rooms and 160 stayovers. There are 120 guests with reservations expected to arrive and the no-show percentage has been calculated at10%. It is forecasted that 10 understays and 18 overstays are to be expected that day.
    (a)   Give the room availability forecast formula.
    (b)   Using that formula, calculate the number of rooms still to be sold for 100% occupancy on 01.06.2012 using the above given information showing each step.

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