

ROLL No.....

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

COURSE : 4th Semester of 3-year B.Sc. in H&HA - **Specialisation**
SUBJECT : Accommodation Management - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Accurate forecasting is an important responsibility of a FOM. Elaborate.

OR

As a Front Office Manager of a large 5-star hotel, which information would you look for while forecasting room occupancy?

(10)

Q.2. Enlist and define the **seven** major management functions applicable in hotel front office.

(10)

Q.3. Compare the **three** major approaches of establishing room rates with their applicability in today's hotel business.

(10)

Q.4. On a particular day, a 500 room hotel had 90% occupancy. For the next day, 400 room bookings were made and 350 rooms were due for check outs. Calculate its room position assuming the following:

(i) Cancellation @ 10%

(ii) Overstay @ 8%

(iii) No show @ 2%

(iv) Understay @ 6%

(10)

Q.5. Write an essay on hospitality accounting systems.

OR

Illustrate the salient features of a modern day property management system.

(10)

Q.6. What do you understand by the term e-commerce? Illustrate its uses in hotel, travel and tourism industries.

(10)

- Q.7. Write an essay on market segmentation techniques in hospitality sector. (10)
- Q.8. Hotel Landmark has 400 rooms. The double occupancy rate is Rs.10,000/- and the single occupancy rate is Rs.8,000/-. On a particular day when the hotel had 80% occupancy, the house count was 500. The discounts give for double occupancy was 20% and that for single occupancy was 12.5%. Calculate:
(a) ARR
(b) RevPAR & RevPAG for that day (10)
- Q.9. Write short notes (**any two**):
(a) PMS interface
(b) POS
(c) Modern security gadgets in hotels
(d) Pendulum swings towards value (2x5=10)
- Q.10. Explain the following terms in one or two sentences (**any five**):
(a) Hotel income statement
(b) Operating ratios
(c) Refining budget plans
(d) 3-day forecast
(e) Data security
(f) Ratio standards
(g) Rooms division income statement (5x2=10)
