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**NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2016-2017**

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. Explain Hubbart’s formula with steps.
OR
 What occupancy ratios are commonly calculated by the Front Office? What is the significance of occupancy ratios? (10)
- Q.2. List and explain the different modules of PMS. (10)
- Q.3. Explain in about 3-4 sentences (**any five**):
 (a) Room revenue forecast (b) Package rate
 (c) Stay over (d) Amadeus
 (e) Budgetary control (f) Rate cutting
 (g) Shawman (h) Zero based budgeting (5x2=10)
- Q.4. Using the room revenue statistics of hotel Taj, which is 200 room property, calculate:
 (a) Forecast room revenue for the year 2015 and
 (b) Explain the assumptions used, if any.

Year	Rooms sold	ADR	Net Room Revenue	Occupancy %
2011	57,670	5000	28,83,50,000	79%
2012	59,130	6100	36,06,93,000	81%
2013	60,590	7200	43,62,48,000	83%
2014	62,050	8000	49,64,00,000	85%

(5+5=10)

- Q.5. What are budgets? Explain the different types of budgets. (10)

Q.6. Give the formulae for the following:

- (a) Understay % (b) ARG (c) Multiple occupancy %
 (d) House count (e) RevPAR

(5x2=10)

Q.7. Draw a sample of '3-day forecast form'.

OR

List and explain the different stages/steps in a budget cycle.

(10)

Q.8. Explain Fidelio Hotel Management System stating its advantages and disadvantages.

OR

Explain **any five** methods of establishing room rates.

(10)

Q.9. **A** Forecast the room revenue for hotel Surya for the month of December 2014:

Room available – 350
 Projected occupancy – 80%
 ADR – Rs.6,000/-

B What are the objectives of budgetary control?

(5+5=10)

Q.10. Fill in the blanks:

- (a) Report listing rooms that have not been sold at rack rate is _____.
 (b) World span and Sabre are examples for _____.
 (c) _____ is the process of predicting events and trends in business.
 (d) Guests who checks out before his/her stated departure date is _____.
 (e) _____ is an approach to pricing that bases price on what comparable hotels in the geographical market are charging.
 (f) _____ is a measurement of the success of hotel in selling rooms.
 (g) A rate that includes a guest room in combination with other event or activities is _____.
 (h) An occupancy ratio derived by dividing net room revenue by the number of guest is _____.
 (i) Fidelio uses _____ for extra protection.
 (j) Costs that remain constant in the short run even though sales volume varies is _____.

(10x1=10)
