

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2015-2016

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. Define budget. Explain zero based budget and write its advantages. (3+3+4=10)

Q.2. What is evaluation? Explain in brief **six** different methods which are used to evaluate the performance of front office department. (4+6=10)

OR

Draw a neat and complete **ten** days forecast form. (10)

Q.3. What do you mean by Planning? Explain the **three** main functions involved in front office planning. (4+6=10)

Q.4. What are the factors that you will keep in mind while making front office budget? (10)

OR

What do you understand by the term budget control? Explain the advantages of budget control. (4+6=10)

Q.5. When your room division expenditure exceeds your budget, what **five** measures will you take as a front office manager to cut down or control your expenses and bring your expenses on track? (10)

Q.6. What factors are considered before buying a new PMS for the hotel? (10)

Q.7. Answer **any two** of the following:
(a) Draw budget cycle (b) Explain rule of thumb
(c) How will you regulate or control under-stay and over-stay? (2x5=10)

Q.8. Hotel XYZ has 100 guest rooms. On the night of 1st January 2014, total rooms occupied - 80, double occupancy rooms – 50, that means total no. of guest registered 130. Actual revenue earned – Rs.12.00 lakhs. Calculate:

- (a) Average guest per room sold
- (b) Average daily rate
- (c) Average rate per guest
- (d) Rev PAR

(4x2 ½ =10)

Q.9. (a) Write forecast formula.
(b) Write **any two** formulas for the following:

- (i) % of no show
- (ii) % of overstay
- (iii) Occupancy %
- (iv) Double occupancy %

(5+(2x2 ½) =10)

Q.10. **A** Differentiate between:

- (i) Short term and long term budget
- (ii) Fixed budget and flexible budget

(2 ½ +2 ½ =5)

B Fill in the blanks:

- (i) _____ is also known as bottom up approach.
- (ii) _____ rates are offered by new hotels or hotels providing new services to the market.
- (iii) Hubbart formula helps us to determine the _____ per room.
- (iv) _____ do not cause any loss of revenue but in full occupancy causes problem in guest check in.
- (v) Budget that is prepared for the acquisition of assets of the organization is known as _____ budget.

(5x1=5)
