

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2018-2019

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 the following:
(a) Planning (b) Forecasting (c) Budgeting
(d) Evaluating (e) Discount grid
(5x2=10)
- Q.2. Describe stepwise Hubbart Formula in detail. Give an example bringing out its salient features.
(5+5=10)
- Q.3. Discuss in detail about the market condition approach.
(10)
- Q.4. Draw a neat format of a **ten day** forecast form.
OR
Explain the usage of hotel income statement in evaluating the front office operations with a neat format.
(10)
- Q.5. Enumerate the various information required for forecasting room revenue.
OR
Exhibit the components of forecast formula.
(10)
- Q.6. Explain the different types of budget.
(10)
- Q.7. Write in detail about the advantages and disadvantages of budgeting.
OR
Explain the various stages of budget cycle.
(10)

Q.8. List atleast **twenty** tasks performed by the Property Management System.

OR

Give an account of the application of Amadeus in the travel industry.

(10)

Q.9. Explain the application of occupancy ratios in evaluating front office operations.

OR

What are the objectives of budgetary control? How will you refine a budget?

(5+5=10)

Q.10. Match the following:

(a) Thorough knowledge	(i) Special event that helps in revenue management
(b) Reservation lead time	(ii) Group blocks
(c) Concert	(iii) Decreases the availability pool
(d) Cut-off date	(iv) How far in advance reservation is made
(e) Multi hotel groups	(v) Forecasting
(f) Renovation	(vi) Hotel and its surrounding
(g) Difficult skill to develop	(vii) Compared with previous year
(h) Forecasting	(viii) Impact on the room reservations
(i) Occupancy data	(ix) Room availability in competing hotels
(j) Blind calls	(x) Short term plan
	(xi) Sundry services

(10x1=10)
