

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2017-2018

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. What are the most popular approaches to pricing the rooms? Explain with emphasis on advantages and drawbacks of each of them.

OR

Explain Front Office Management using various fundamental management functions. Illustrate the same by using diagram and giving examples.

(10)

Q.2. Describe the key modules of a property management system. Explain the functions and options of various sub-modules in rooms division module.

OR

List the various tools and explain through which the performance of the front office department can be evaluated.

(10)

Q.3. Briefly explain the following terms:

- | | |
|--------------------------|-------------------------------|
| (a) Marginal cost | (b) Room rate variance report |
| (c) Occupancy multiplier | (d) Booking lead time |
| (e) House count | |

(5x2=10)

Q.4. Write short notes on:

- | | |
|------------------|------------------------------|
| (a) Budget cycle | (b) Budget variance analysis |
|------------------|------------------------------|

(5+5=10)

Q.5. Explain various types of budgets with examples from front office department.

OR

What are the advantages and dis-advantages of budgeting?

(10)

- Q.6. Give formula for the following:
- | | |
|----------------------------|-----------------------------------|
| (a) No-show percentage | (b) Multiple occupancy percentage |
| (c) Average rate per guest | (d) Room rate achievement factor |
| (e) ADR | |
- (5x2=10)

- Q.7. (a) Write the rooms availability forecast formula.
 (b) List the factors necessary for drawing out effective rooms availability forecast.
- (5+5=10)

- Q.8. What are the global distribution systems? Write briefly on **four** major GDSs used by the hospitality industry.
- (10)

OR

- (a) List the benefits of Property Management Systems.
 (b) Explain the procedure for performing needs analysis.
- (5+5=10)

- Q.9. Differentiate between:
- | |
|--|
| (a) Overstay and Stay over |
| (b) RevPAR and RevPAC |
| (c) Rack rate and BAR |
| (d) Zero based budget and Traditional budget |
| (e) Skipper and Sleeper |
- (5x2=10)

- Q.10. Hotel Sea View has 600 single rooms:

Previous night room count: 553	Reservations: 241
Under stay%: 4%	No-show factor: 6%
Departures expected: 235	Overstay%:2%
Cancellation factor: 3%	Walk-in guests expected: 42

Calculate the number of rooms still left to sell for 100% occupancy.

(10)
