

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR – 2019-2020

COURSE : 5<sup>th</sup> 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. (a) Explain the various sub-sections of front office module of a Property Management System.  
(b) Briefly explain Fidelio/IDS Hotel Management System stating its advantages and dis-advantages. (5+5=10)
- OR**
- Elucidate the various features of Amadeus. Analyse the advantages of GDS for generating room reservations in hotel operations. (10)
- Q.2. What are the **three** main approaches to establishing room rates? Explain.  
Draw a ten-day sample forecast form. (10)
- OR**
- Q.3. Differentiate between:  
(a) Overstay and stay over (b) BAR and rack rate  
(c) RevPAR and RevPAC (d) Package rate and group rate  
(e) Operating ratios and occupancy ratios (5x2=10)
- Q.4. Explain the various stages of budget cycle with examples from Front Office department.  
List the advantages and dis-advantages of 'Budgeting'. (10)
- OR**
- Q.5. Define the following (**any four**):  
(a) Yield percentage (b) Cost per occupied room  
(c) Rooms division income statement (d) Percentage of no-show  
(e) Budget variance analysis (4x2 ½ =10)
- Q.6. Explain different types of budgets with examples. (10)
- Q.7. (a) Explain the importance of budgetary control.  
(b) Describe in brief the various steps of zero base budgeting. (5+5=10)
- Q.8. (a) Illustrate the **seven** functions of management using a diagram.  
(b) List the key points under functions of management pertaining to front office department of a hotel. (5+5=10)
- Q.9. Using the following data, calculate the rooms availability for Hotel Sharma for 1<sup>st</sup> December. Mention the rooms' availability forecast formula:  
Total number of guest rooms : 500  
Number of reservations generated : 275  
Estimated percentage of no-show : 8%  
Number of estimated overstay : 4  
Number of estimated Understay : 3  
Number of out of order rooms : 18  
Total number of stays overs : 100  
Total number of expected departures : 10 (10)

Q.10. Fill in the blanks:

- (a) World span and Sabre are examples for \_\_\_\_\_.
- (b) \_\_\_\_\_ is the process of predicting events and trends in business.
- (c) A rate that includes a guest room in combination with other event or activities is \_\_\_\_\_.
- (d) An occupancy ratio derived by dividing net room revenue by the number of guest is \_\_\_\_\_.
- (e) Costs that remain constant in the short run even though sales volume varies is \_\_\_\_\_.
- (f) \_\_\_\_\_ is also known as bottom up approach.
- (g) \_\_\_\_\_ rates are offered by new hotels or hotels providing new services to the market.
- (h) Hubbart formula helps us to determine the \_\_\_\_\_ per room.
- (i) \_\_\_\_\_ do not cause any loss of revenue but in full occupancy causes problem in guest check in.
- (j) Budget that is prepared for the acquisition of assets of the organization is known as \_\_\_\_\_ budget.

(10x1=10)

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