

BSc(H&HA) (CBCS-2016 COURSE) SEM-VI : WINTER - 2021

SUBJECT: FRONT OFFICE MANAGEMENT

Day: Wednesday

Time: 02:00 PM-04:30 PM

Date: 15-12-2021

W-15296-2021

Max. Marks: 60

N.B.:

- 1) All questions are COMPULSORY
- 2) Figures to the right indicate full marks.
- 3) Answers to both the sections should be written in same answer booklet.

SECTION - I

Q.1) Answer the following: (Any 6)

(6 Marks)

- | | |
|---------------------|--------------------------|
| 1) Graveyard shift | 6) ARR |
| 2) Job Description | 7) Multi -skilling |
| 3) Operating Budget | 8) Time and motion study |
| 4) Rate Spread | 9) Wash Factor |
| 5) Cross Training | 10) Variable expense. |

Q.2) Answer the following: (Any 3)

(12 Marks)

- a) Elaborate on concept of yield management.
- b) Give the importance of social skills for front office staff.
- c) Explain front office budgeting.
- d) What points should be covered in an employee orientation

Q.3) Answer the following: (Any 3)

(12 Marks)

- a) What are the social skills required for front office staff?
- b) Elaborate on elements of yield management.
- c) Explain types of budget in front office.
- d) What are the benefits of training?

SECTION - II

Q.4) Answer the following: (Any 6)

(6 Marks)

- | | |
|--------------------|-------------------|
| 1) OTA | 6) AIOD |
| 2) CAS | 7) Biometric lock |
| 3) LEED | 8) RFID |
| 4) WATS | 9) EDP |
| 5) Moment of truth | 10) ELS |

Q.5) Answer the following: (Any 3)

(12 Marks)

- a) How is manpower for new property organized?
- b) Elaborate on concept of loyalty programme.
- c) Write a short note on IDS.
- d) Explain the concept of Property management system.

Q.6) Answer the following: (Any 3)

(12 Marks)

- a) Explain Rooms division income statement.
- b) Explain the components of Total quality management in Inn keeping.
- c) Elaborate on networked fire alarm system.
- d) Give the formula of the following:
 - i) Bed occupancy%
 - ii) Average room revenue
 - iii) Average daily rate
 - iv) Revenue per available room
