

Roll. No. _____

**BHM-11 (Bachelor in Hotel Management)/
BHM-10 (BSc. Hospitality & Hotel Administration)
3rd Year Examination 2012
BHM-301/EHM-301**

Front Office Management/Accommodation Management

Time: 3Hours

Max. Marks: 30/35

Note:-The paper is divided into three sections A, B and C. Notes for each section are given in the section itself.

**Section- A
(Long Answer Questions)**

Note: Attempt any 2 questions. All carry equal marks. 2X7½=15 / 2X10=20

1. Define forecasting? Explain the procedure of forecasting in hotel.
2. Define budget? Explain various types of budget.
3. Write a detailed note on basic concepts of marketing in hotels.
4. What is Property Management System (PMS)? Explain various modules of any PMS used in hotel.

**Section- B
(Short Answer Questions)**

Note: Attempt any 4 questions. All carry equal marks. 4X2½=10

1. Explain various facilities and services offered by hotel.
2. Explain various types of room rates offered by hotel.
3. What is recruitment? Explain with example.
4. Write a note on computer application in hotel.
5. Hotel automation leads to the efficient management of hotel resources and to greater guest satisfaction. Discuss?

6. What is revenue management?
7. What are the functions of Front Office department of hotel?
8. Write a short note on front office marketing.

Section- C
(Objective Questions)

Note: Attempt all questions. All carry equal marks.

10X ½ =5

True/False:

1. Front office is hub of hotel activity.
2. PMS stands for Profit Management System.
3. Forecasting is beneficial for hotel.
4. ADR means Average Daily Rate.
5. Revenue management practices increases revenue generation of hotel.

Fill in the blanks:

6. Hotel provides _____, food, and recreational facilities to travellers.
7. HRD stands for_____.
8. People who are visiting tourist destinations of their own country are known as_____ tourist,
9. Head of front office department in hotel is known as _____Manager.
10. _____ section of front office is responsible for receiving and welcoming all hotel guest.