

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**December, 2013**

00559

**BHY-035 : FRONT OFFICE MANAGEMENT - I**

*Time : 3 hours*

*Maximum Marks : 100*

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**Note :** (i) Attempt *any five* questions.  
(ii) All questions carry *equal* marks.

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1. (a) Draw organisation structure of front office department of a 5 star hotel. **10+10=20**  
(b) List responsibilities of reservation manager.
  
2. How would you ensure maximum occupancy throughout the year in a business hotel ? **20**
  
3. Write short notes on : **4x5=20**
  - (a) Room change
  - (b) Room not slept in
  - (c) Under maintenance room
  - (d) Over stay
  
4. "Customer complaints provide you a chance to delight a guest". Explain this statement with example. **20**

5. Write short notes on : 4x5=20
- (a) Rev PAR
  - (b) ARR
  - (c) House Count
  - (d) Room Occupancy %
6. Explain in detail : 10+10=20
- (a) Difference between discount and allowance.
  - (b) Difference between paid out and advance payment.
7. What is 'guaranteed' reservation ? How do you deal with a guest who has guaranteed reservations and you do not have a room for him ? 20
8. How will you ensure effective co-ordination between front office and housekeeping departments ? 20
9. What are the legal compliances at the front office department ? 20
10. What are the methods used to distribute room inventory ? 20
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