

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2012

BHY-035 : FRONT OFFICE MANAGEMENT - I

Time : 3 hours

Maximum Marks : 100

Note : *Question 1 and 3 are compulsory; Attempt any other two Questions.*

1. Hotel XYZ has 250 double rooms priced at Rs. 8,000 on Double Occupancy and Rs. 6,500 on single occupancy, Extra bed is at Rs. 1,000. On March 25, 2012, Morning the hotel room position is given as : Rooms Occupied - 160 (100 Double, 60 Single) Expected Arrivals were : 33 Double and 22 Single. All rooms were sold at Rack rate with a discount of 10%. Calculate as on midnight of March 25, 2012. 7x5=35
- (a) Single Occupancy %
 - (b) Room Occupancy %
 - (c) Double Occupancy %
 - (d) ARR
 - (e) Rev PAR
 - (f) House Count
 - (g) Yield %

2. A guest has been waiting for Check - In, in the Hotel lobby for more than stipulated period of time. He has been served welcome Drink. Guest calls the staff and complains about the delay in Check In Process. He also complains about the AC of the pick up car was not functional when he was picked from Airport. As a manager, how would you handle the guest ? 15
3. As a Front Office Manager how would you handle the following situations : 7x5=35
- (a) Two Guests quarrelling in the Lobby.
 - (b) Complaint of Cell Phone Misplaced in the Guest Room.
 - (c) Fire in the Back Area.
 - (d) Death in the Guest Room.
 - (e) Guest Injury in Lobby due to slipping of guest.
 - (f) A guest found carrying Hotel TV Remote in his luggage at the time of Checkout .
 - (g) TV in an occupied room being damaged by guest.
4. The Director of Human Resources of Hotel ABC has entrusted you with the responsibility of training the new batch of Hotel Operations Trainees for Telephone Handling Procedure. How would you plan your schedule of training ? 15

5. Enlist the duties and responsibilities of Guest relations Executive in a Hotel. 15
6. Write short notes on : 15
- (a) Record Keeping Systems in Hotel Front Office.
 - (b) Role of Telephone Operator
 - (c) Cash Sheet
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