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**BACHELOR DEGREE IN HOTEL
MANAGEMENT (BIHM)**

Term-End Examination

June, 2017

BHY-046 : FRONT OFFICE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

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1. What is the importance of Night-auditing ? 20
Discuss the procedure that is followed while conducting Night-auditing.
 2. "Repeat guests are considered as life line for successful hotel business." Justify the statement with suitable examples. 20
 3. Explain the tools of Revenue Management. 20
 4. Write short notes on : 10x2=20
(a) Over-booking
(b) Tariff fixation
 5. Explain various types of Property Management System (PMS) used in hospitality sector. 20
 6. Define room availability forecasting. Discuss the formula that is used while forecasting room availability. 20

7. How will you calculate following and what is the importance of these calculations ? 2x10=20
- (a) % age of walk-in guests
 - (b) % age of NO-show guests
8. What is the impact of upselling ? Discuss the various techniques used by front-office staff for upselling of rooms. 20
9. As a Front-Office Manager explain various aspects that you will consider while selecting software and hardware for your department. 20
10. Draw a neat format of : 2x10=20
- (a) 3 - days Room Forecast Form
 - (b) Guest - folio
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