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

Term-End Examination

June, 2018

BHY-046 : FRONT OFFICE MANAGEMENT II

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. What is the Role of Night Auditor ? Discuss the Auditing process in brief. 20
2. What does overbooking mean ? Discuss the role of front office personnel in maximising occupancy. 20
3. What actions should the front office consider when a guest cannot be accommodated ? Explain with examples. 20
4. Explain the concept of Yield Management. How will you apply yield management in a 5 - star hotel ? 20
5. What do you understand by occupancy ratio ? List any two occupancy ratios with their formulae. 20

6. What do you mean by forecasting room availability ? Explain with examples. 20
7. Explain with example how Room Rent is fixed using Roy Hubbarts Room Rent formula ? 20
8. What is PMS ? List and describe any two common front office PMS software packages used in a hotel. 20
9. Explain with examples the technological developments and changing trends which have taken place in Hospitality Industry. 20
10. Write short notes on : 4x5=20
- (a) Rule of Thumb Approach
 - (b) CRS
 - (c) Room selling techniques
 - (d) Upselling
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