

00114

**BACHELOR IN HOTEL MANAGEMENT  
(BIHM)**

**Term-End Examination**

**June, 2018**

**BHY-051 : SPECIALISATION IN ROOM DIVISION  
MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. What are the various reports that are generated by the Night - auditor ? Discuss their importance. 20
2. List and explain the duties and responsibilities of Duty Manager. 20
3. What are the methods that are used to decide room rates ? Explain each method. 20
4. Define revenue management and explain the tools of revenue management. 20
5. Explain the importance of integration of rooms division software with other outlets of the hotel. 20

6. Write short notes on : 10x2=20  
(a) Housekeeping standards  
(b) Room rate measurement
7. Give a detail account of Foreign Exchange Encashment procedure followed by front-office-cashier of a 5-star hotel. 20
8. Discuss the measures taken by classified hotels to ensure safety and security of their guests. 20
9. Write short notes on : 10x2=20  
(a) Advantages and Disadvantages of Budgeting  
(b) Hotel Performance Report
10. Write short notes on : 4x5=20  
(a) Room rate achievement factor  
(b) Loss prevention measures  
(c) Room rates strategy  
(d) Rate spread
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