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BHY-046

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

Term-End Examination, 2019

BHY-046 : FRONT OFFICE MANAGEMENT

Time : Three Hours]

[Maximum Marks : 100

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

1. Elaborate the procedure of night auditing followed in a five star hotel. [20]
2. Explain the various reports prepared by night auditor along with its significance. [20]
3. Discuss the methods adopted by front office personnel to increase room sales. Support your answer with suitable examples. [20]
4. Write notes on the following : [10×2=20]
 - (a) Sales tools used by hotels.
 - (b) Marketing Techniques.

5. Discuss the different methods of yield management adopted at front office operations to achieve optimum revenue. [20]
6. What are the different considerations kept in mind while fixing tariff. Explain in detail. [20]
7. Define forecasting. How can we forecast room revenue ? [20]
8. Describe room availability forecast used by reservation department in large hotels. [20]
9. Write notes on the following : [10×2=20]
 - (a) Room reservation through computers.
 - (b) Changing trends in hotels.
10. Write a detailed note on property management system in five star hotels. [20]

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