

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2011

BHY-035 : FRONT OFFICE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. A hotel has 500 twin bedded rooms priced at Rs. 4000 on double occupancy Rs 3500 on single occupancy, extra bed is at Rs. 1000. 7x5=35
- On 16th Nov 2011 early morning hotel room position was :
- Room occupied - 365 (260 double and 102 single, three rooms had extra bed). During the day departures were - 69 double rooms and 60 single rooms. Arrivals were 77 double and 44 single. All rooms were sold at rack rate. Calculate as on midnight of 16th Nov 2011.
- (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 food in the restaurant for more than stipulated period of time, he has been served soup. Guest calls the waiter and complains about delay in service and temperature of the soup. He also complains about hot water supply in the room. As a manager how would you handle this guest ? 15

3. As a lobby manager how would you handle following situations : 7x5=35

- (a) An occupied guest room has DND for more than 24 hours.
- (b) A room guest complains that some one has stolen his gold ring from the room.
- (c) House keeping reports that a guest is lying unconscious in the room.
- (d) You receive a call that a bomb has been planted in the basement of the hotel.
- (e) House keeping reports that carpet in the occupied room is burnt.
- (f) House keeping reports that the guest who is departing is taking the hotel towel in his bag.
- (g) A lady guest slips in the lobby and it seems she has fractured her leg.

4. You have been entrusted with the responsibility to train new Telephone operators of the hotel. What are the key points that you would want your trainees to remember ? 15
5. List duties and responsibilities of a Hospitality desk clerk. 15
6. Explain in brief : 15
- (a) Rule of Thumb approach
 - (b) Role of Night Auditor
 - (c) Room availability forecast.
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