

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

00461

**December, 2014**

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

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. Define budget. State different types of budget. Explain in detail the pointers to be considered by Front Office Manager to make budget for his/her department. 20
  
2. Explain yield management. Briefly state the strategy to be adopted to maximize room yield during off season. 20
  
3. What factors need to be kept in mind while selecting PMS for a 5-star hotel? Discuss the advantages and disadvantages of PMS in hotels. 20

4. Write short notes on the following : 4×5=20
- (a) Capacity management
  - (b) Hurdle rate
  - (c) Budgetary control
  - (d) Discount allocation
5. (a) What are the different methods of establishing room rates ? 10
- (b) Illustrate the use of Hubbart formula in establishing room rates. 10
6. What information does the Front Office Manager require to develop room availability forecast? Why is forecasting important for the managers and how reliable are such forecasts ? 20
7. How should a Front Desk agent react in the instances of fire and any medical emergency ? 20
8. Explain foreign exchange encashment procedures. Enlist licenses and documents being used for the same. 20
9. Define overbooking. What factors are taken into consideration for overbooking in a hotel ? Explain in detail with suitable examples. 20

**10. Give formula of the following :**

*10×2=20*

- (a) Room occupancy %
  - (b) Average rate per guest
  - (c) House Count
  - (d) Potential average double rate
  - (e) Yield %
  - (f) ARR
  - (g) Double occupancy %
  - (h) Bed occupancy %
  - (i) Walk-in %
  - (j) Occupancy multiplier
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