MHY-006

MBA IN INTERNATIONAL HOSPITALITY MANAGEMENT (MBA IHM)

Term-End Examination

December, 2014

00491

MHY-006 : FRONT OFFICE MANAGEMENT

Time : 3 hours   *Maximum Marks : 100*

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

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1. Draw the organisation chart of Front Office of a five-star hotel with 500 rooms. Write in detail the qualities of a receptionist.   *20*

2. (a) Draw the following formats :   *2×5=10*
   (i) Guest History Card
   (ii) Guest Registration Card

   (b) Explain 'C' form in detail with format.   *10*

3. Why is Front Office called the 'nerve centre' of a hotel ?   *20*

4. Explain the following with formats : (any *two*)
                                  10+10=20
   (a) Visitors Paid Out
   (b) VIP Amenity Voucher
   (c) Bell-boy's Errand Card
   (d) Arrival and Departure Register

5. What do you mean by room position ? Calculate the rooms occupied of a hotel for 12th April with the following information available. Also find out the room occupancy. *5+15=20*

Total number of rooms	400
Out of order rooms	14
Rooms occupied by executives	4
Room Count on 11th April	348
Room arrival on 12th April	87
Room departure on 12th April	53

6. (a) Explain in detail the difference between discount and allowance. *10*

    (b) How can discount and allowance in a busy hotel be controlled ? *10*

7. Draw a neat format of Visitors Tabular Ledger. *20*

8. What precautions will you recommend to a cashier before accepting payment through the credit card ? *20*

9. List and explain the steps involved in selection of a Property Management System. *20*

10. Draw the formats of the following and explain : (any *two*) *10+10=20*

    (a) Paid Out Voucher

    (b) Room Discrepancy Report

    (c) Cashier's Report