

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

**Term-End Examination**

**December, 2016**

**BHY-046 : FRONT OFFICE MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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

1. Discuss the auditing process followed by night auditor of a luxury hotel. 20
2. Write notes on : 2x10=20
  - (a) Hubbart formula
  - (b) Types of tariff
3. Illustrate the various sales tools used by front office personnel for maintaining 100% occupancy. 20
4. What are the sources of information used for forecasting room occupancy in hotels ? How accurate is forecasting in hotels ? 20
5. What do you understand by the term overbooking ? Discuss the application of overbooking in a five star hotel. 20

6. Write notes on : 2x10=20  
(a) Suggestive selling  
(b) Up selling
7. What do you understand by property management system ? Discuss its application for room reservations. 20
8. 'Front office practices are changing with the technological developments.' Justify your answer with suitable examples. 20
9. Discuss the role of computers in front office operations. 20
10. Write short notes on **any two** : 2x10=20  
(a) Room availability forecast  
(b) Tariff structure and fixation  
(c) Reports by Night Auditor
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