

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2016

**BHY-051 : SPECIALISATION IN ROOMS
DIVISION MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

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1. What information does front office managers require to develop room availability forecast ?
How reliable are such forecasts ? 20

 2. Write short notes on (any four) : 5+5+5+5=20
 - (a) Capacity management
 - (b) Budgetary control
 - (c) Weekly forecast
 - (d) Advantages of PMS
 - (e) Hurdle rate
 - (f) Discount allocation

 3. What steps can front office employees take to control understays and unwanted overstays ? 20

4. What is yield management ? What are the concepts applicable to rooms division ? 20
 5. What factors need to be kept in mind while selecting a property management system ? Explain with examples. 20
 6. What are the special room rates offered by a hotel ? Elaborate on high and low demand tactics. 20
 7. "Occupancy ratios are important for front office department" Justify the statement with examples. 20
 8. Explain the process of night auditing in sequential manner. Also state the importance of the concept. 20
 9. What is point of sale ? How can fully automated point of sale system streamline the flow of accounting information to the front office ? 20
 10. 'Safety and security measures are important tools to help guests and employees.' Justify the statement. 20
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