

BACHELOR IN HOTEL MANAGEMENT (BIHM)

00751

Term-End Examination

June, 2012

BHY-035 : FRONT OFFICE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : *Question 3 and 4 are compulsory; Attempt any other two more questions.*

1. Write short notes on following (*any three*) : 15
- (a) Guest registration
 - (b) Credit limit
 - (c) Errand Card
 - (d) 'C' form
 - (e) Best Available Rate
2. A guest who complains is considered as a well wisher of the Hotel, how would you handle guest complaints to ensure that guests are fully satisfied before leaving the hotel ? 15

3. A hotel has 300 double (@ Rs. 3500); 48 singles (@ Rs. 3000) and 5 suites (@ Rs. 6000). On November 16, 2011 early morning room position was : Occupied - 212 double ; 5 single and three suites. 35

During the day 201 double and 3 single rooms departed from the hotel and 160 double and 40 single rooms were new check - ins. All rooms are sold undiscounted. Calculate as on midnight of Nov. 16, 2011.

- (a) Bed Occupancy %
- (b) House count
- (c) Room occupancy %
- (d) Double occupancy %
- (e) Single occupancy %
- (f) ARR
- (g) Rev PAR

4. As a Front Office Manager how would you handle following situations ? 35

- (a) A room boy reports that there is fire in the guest room.
- (b) Housekeeping reports the room guest has broken the TV Screen.
- (c) A guest complains that someone tried to enter his room in the night.

- (d) A guest wants to view a particular TV Show that hotel network does not supply.
 - (e) A room guest complains that someone has consumed his expensive scotch while he was away.
 - (f) A guest has left the hotel and housekeeping reports that they have found a diamond ring from his room.
 - (g) A non resident guest is drunk and is misbehaving in the lobby.
5. Explain step by step procedure of preparing night audit report at the Front Office Cash. 15
6. Explain : 15
- (a) Room reservations through computers
 - (b) Fixation of Room Tariff
 - (c) Changing trends in Hotel Front Office
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