

BACHELOR IN HOTEL MANAGEMENT (BIHM)

00344

Term-End Examination

June, 2014

BHY-051 : SPECIALISATION IN ROOM DIVISION
MANAGEMENT

Time : 3 hours

Maximum Marks : 100

- Note : (i) Attempt *any five* questions.
(ii) All questions carry *equal* marks.

1. Describe in detail the three common methods or approaches of establishing room rates for a five star hotel. 20
2. Write short notes on : 5+5+5+5=20
 - (a) Refining budget plans
 - (b) IDS
 - (c) Rule of thumb
 - (d) Role of night auditor
3. What is PMS ? List and describe the four most common front office softwares packages. 20
4. List and explain *any five* tools used by front office managers to evaluate the success of front office operations. 20
5. List the information that front office managers require to develop room availability forecast. Draw a format of a 10 - day forecast form. 20

6. What is budgetary control ? Explain the advantages of budgetary control in front office department. **20**
7. Differentiate between : **5x4=20**
(a) Discount and allowance
(b) Overstay and early departure
(c) Cheque and travellers cheque
(d) Guest ledger and city ledger
8. What is night auditing ? Explain in detail the sequence of night auditing process. **20**
9. As a front office manager, what safety and security measures will you follow to prevent 26/11 like incidents in your hotel. **20**
10. What do you understand by occupancy ratio ? Explain any five occupancy ratios with examples. **20**
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