

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

**Term-End Examination**

**June, 2016**

**BHY-046 : FRONT OFFICE MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

---

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

---

1. Write down the duties and responsibilities of a night auditor. 20
2. (a) What is Room Tariff Card ? 2x10=20  
(b) What is rule of thumb ?
3. What is tariff ? Discuss the measures used for tariff fixation. 20
4. Describe the role of computers in front office operations. 20
5. Discuss the role of front office personnel in maximizing occupancy. 20
6. Write a detailed note on technological developments and changing trends. 20
7. What do you understand by room forecasting ? 20  
What is the importance of forecasting data ?

8. Write notes on : **2x10=20**
- (a) Overbooking
  - (b) Identical yield
9. What do you understand by yield management ? **20**  
Discuss various yield management techniques used at front office.
10. Write short notes on **any two** : **2x10=20**
- (a) High balance report
  - (b) Up selling
  - (c) Sales Tools
-