

00200 BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2016

**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. Discuss the importance of property and information management systems in Front office management. 20
2. Explain the yield management cycle with help of an illustration. 20
3. What is Budget ? Differentiate between long term and short term budgets. 20
4. What are the basis of charging the room rate ? What factors are taken into consideration for fixing of room rates ? 20
5. Explain in detail the procedure for handling complaints. What is the need of addressing guest complaints ? 20

6. Write short notes on : 5+5+5+5=20
- (a) Yield Management
 - (b) Forex
 - (c) Travellers Cheque
 - (d) Rule of Thumb
7. Define the following terms : 2x10=20
- (a) Floor limit
 - (b) House Count
 - (c) Hubbart formula
 - (d) Understay
 - (e) Rack rate
 - (f) Shippers
 - (g) Target Market
 - (h) Overstay
 - (i) IDS
 - (j) Revenue management
8. Explain the process and purpose of night auditing. 20
9. 'Safety and security is of utmost importance to the hotel'. Give examples to support the statement. 20
10. Write short notes on any two : 10x2=20
- (a) Prevention of loss
 - (b) Target fixing of revenue
 - (c) Documentation in Forex