

**Total No. of Pages : 02**

**Total No. of Questions : 09**

**B.Sc.(HMCT) (2016 & 2017 Batch) (Sem.-5)**

## FRONT OFFICE-III

**Subject Code : BSHM-503**

**M.Code : 75392**

**Time : 3 Hrs.**

**Max. Marks : 60**

**INSTRUCTIONS TO CANDIDATES :**

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

## SECTION-A

- 1. Explain in one line each :**

- (a) Walk in
- (b) CRM
- (c) Overstay
- (d) Operational Expenses
- (e) Point of sale
- (f) ARR
- (g) Financial Year
- (h) Room revenue
- (i) Overbooking
- (j) Forecast

### SECTION-B

2. Draw a 3-day sample forecast form.
3. What is the data that is required for forecasting?
4. What is capital operation budget for front office?
5. What is the role of customer relationship management in increasing hotel revenue?
6. How do you evaluate front office performance?

### SECTION-C

7. Discuss the room occupancy forecasting techniques used by front office department in a hotel.
8. What are the factors that affect budget planning in a hotel?
9. Write in 10 lines a conversation in French between a receptionist and a guest regarding hotel, city, sightseeing and places to eat.

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**