

Roll No. 

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Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6)**  
**FRONT OFFICE OPERATIONS - V**  
Subject Code : BH-306  
M.Code : 14564

Time : 3 Hrs.

Max. Marks : 30

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

**SECTION-A****1. Write short notes on :**

- a) Capacity management
- b) Booking Graph
- c) EPABX
- d) Double occupancy percentage
- e) Barriers to communication
- f) Average Daily rate
- g) Selective overbooking
- h) Room availability position
- i) Effective communication
- j) Discount Allocation



### SECTION-B

2. Explain the benefits of Yield management.
3. List the role of a telephone operator.
4. Write a short note on Forecasting techniques.
5. Enlist the skills required for handling guest complaints.
6. Explain Forecast Formula with example.

### SECTION-C

7. Explain the importance of communication skills in hotel industry.
8. Describe potential high and low demand tactics for Groups.
9. Write and explain **any five** formulas used in measuring yield.

**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.**