

Roll No.							Total No. of Pages : 02
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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:**

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 2. SECTION-B contains FIVE questions carrying  $2^{1}/_{2}$  (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**

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#### 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

1 | M - 1 4 5 6 4 (S5) - 1 5 1



#### **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.

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