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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.