

**Total No. of Pages : 02**

**Total No. of Questions : 09**

**B.Sc.(HMCT) (2013 to 2017 Bach) (Sem.-4)**

## FRONT OFFICE – III

**Subject Code : BSHM-403**

**Paper ID : [C1128]**

**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. Write short notes on :**

- a) Understays
- b) Refining Budget
- c) Capital Budget
- d) Room Position
- e) Stayovers
- f) ARR
- g) Budget
- h) Zero based budget
- i) Forecast formula
- j) Forecasting data

### SECTION-B

2. Explain the importance of forecasting room availability.
3. Write a short note on operation budget in front office.
4. Describe the factors affecting budget planning.
5. Illustrate various forecasting techniques with examples.
6. What are the steps in forecasting room revenue in front office?

### SECTION-C

7. With the help of a neat format, explain 10-day forecast form.
8. Write 5 round of dialogue in French between guest and the concierge regarding city tour.
9. Write an essay on making a front office budget.