

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(HMCT) (2016 Batch) (Sem.-5)

**FRONT OFFICE-III**

Subject Code : BSHM-503

Paper ID : [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**

**Q1. Answer briefly :**

- a) Wash Factor
- b) Lettable Rooms
- c) Refining Budget
- d) Market Condition Approach
- e) ARR
- f) Credit Limit
- g) Thumb Rule
- h) Occupancy %
- i) Room Tariff
- j) Retention Charges

### SECTION-B

2. Elucidate objectives of budgetary control.
3. Explain Hubbart's Formula & Thumb Rule.
4. Explain the process of establishing room pricing through market condition approach.
5. Draw a neat format of Rooms Division Income Statement used in front office department for decision making process.
6. Translate into French :
  - a) I want to book a room
  - b) This is my book
  - c) I live in India
  - d) Good Morning Mr. ....
  - e) I want to see Taj Mahal.

### SECTION-C

7. What is Forecasting? Reason its significance with the help of formula for forecasting room's availability.
8. Explain the different methods of evaluating & measuring hotel performance.
9. Define Budgeting. What are different factors affecting budgeting in a hotel?