

**BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)**

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : V/ADD
SESSION : MO/18**

TIME: 3 HOURS

SUBJECT: HM5027 FRONT OFFICE OPERATION - III

FULL MARKS: 60

INSTRUCTIONS:

1. The question paper contains 7 questions each of 12 marks and total 84 marks.
 2. Candidates may attempt any 5 questions maximum of 60 marks.
 3. The missing data, if any, may be assumed suitably.
 4. Before attempting the question paper, be sure that you have got the correct question paper.
 5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
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- Q.1(a) What is due back? [2]
Q.1(b) How can hotel identify a skipper or slipper? [4]
Q.1(c) Write short notes on: [6]
 (i) Unpaid Account Balance
 (ii) Late Charges
- Q.2(a) Who are Authorized Money Changer? [2]
Q.2(b) Draw a format of Foreign Currency Control Sheet. [4]
Q.2(c) Differentiate between Full-Fledged and Restricted Money Changer. [6]
- Q.3(a) Why Front Office Audit is termed as Night Audit? [2]
Q.3(b) Explain any two reports prepared by Night Auditor [4]
Q.3(c) Write short note on following steps of Night Audit: [6]
 (i) Complete outstanding posting
 (ii) Balance all Department account
- Q.4(a) Who is a Rip-off customer? [2]
Q.4(b) Differentiate between service related and attitudinal complaint. [4]
Q.4(c) Explain the behavior which should be avoided while dealing with guest complaints. [6]
- Q.5(a) What is guaranteed booking? [2]
Q.5(b) "Skipper is a loss to the hotel in more than one way". Explain the statement. [4]
Q.5(c) Write short notes on: [6]
 (i) Overbooking
 (ii) ADR
- Q.6(a) What is a Daily Operational Report? [2]
Q.6(b) Differentiate between Rev(PAR) and Rev(PAC). [4]
Q.6(c) A Hotel ABC International has provided following data: [6]

Total number of room: 280
Out of order rooms : 5
Room Sold : 170
Room given complimentary: 7
Room with two guest : 55
Room with three guest: 10

With the above given data, find out:
 (i) Occupancy percentage, considering room occupied as standard.
 (ii) Double occupancy percentage
 (iii) Multiple occupancy percentage
- Q.7(a) What are the benefits of yield management? [2]
Q.7(b) Explain why hotel adapts a discount allocation strategy. [4]

Q.7(c) Room information for Hotel ABC:

[6]

Category of Room	Number of Rooms	Single Rack Rate	Double Rack Rate
(a)	100	1200	1500
(b)	150	1500	2500
(c)	250	3000	4500

Given that in Hotel ABC, Number of rooms occupied are as under:

Single Guest : 200

Double Guest : 175

Triple Guest : 125

Actual rooms were sold at following rate:

- All 50% of category “a” at 5% discount at single rack rate and remaining 50% of category “a” at 5% discount at double rack rate.
- 100 rooms of category “b” at 10% discount at single rack rate and 50 room of category “b” at double rack rate.
- 200 room of category “c” at 20% discount at double rack rate and remaining 50 room at single rack rate.

Find Room Rate Achievement Factor for Hotel ABC.

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