

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

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER: VII
SESSION : MO/2018**

SUBJECT : HM7037 FRONT OFFICE MANAGEMENT

TIME: 1.5 HOURS

FULL MARKS: 25

INSTRUCTIONS:

1. The total marks of the questions are 30.
 2. Candidates may attempt for all 30 marks.
 3. In those cases where the marks obtained exceed 25 marks, the excess will be ignored.
 4. Before attempting the question paper, be sure that you have got the correct question paper.
 5. The missing data, if any, may be assumed suitably.
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- Q1 (a) Differentiate between Quality and Service in context with Front Office. [2]
(b) What is the cost of Quality? [3]
- Q2 (a) Define following in the context with Front Office (a) Prevention and (b) Appraisal. [2]
(b) Write the attributes makes the service special. [3]
- Q3 (a) Define (a) CQI, and (b) Empowerment. [2]
(b) Write the attributes of a good Front Office employee. [3]
- Q4 (a) What is the meaning of Forecasting? [2]
(b) Why forecasting is the heart of any hotel operations? [3]
- Q5 (a) Define the term (a) Overstay, (b) No-show, (c) Stayover, (d) Early departure. [2]
(b) Write important fields of a C-form. [3]
- Q6 (a) Write the formula to calculate (a) ARR and (b) RevPar [2]
(b) Discuss the term "selling the right room to the right client at the right moment at the right price." [3]

::: 12/09/2018 M :::::