

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

**CLASS: BHMCT  
BRANCH: HMCT**

**SEMESTER : V  
SESSION : MO/19**

**SUBJECT: HM5027 FRONT OFFICE OPERATION-II**

**TIME: 3 HOURS**

**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 do you understand by Account? [2]  
Q.1(b) Write the day of cashier in hotel. [4]  
Q.1(c) Overage and shortage, which condition is beneficial for the Hotel and why? [6]
- Q.2(a) Define guest cycle. [2]  
Q.2(b) What is the meaning of T account? [4]  
Q.2(c) How guest accounting system can be effective in the various stages of guest cycle? [6]
- Q.3(a) What is the meaning of Night Audit? Why daily audit at night? [2]  
Q.3(b) Discuss the types of Audit. Why it is important for hotel? [4]  
Q.3(c) Write the important components of night audit report. [6]
- Q.4(a) Define customer complain. [2]  
Q.4(b) Discuss the types of Customer Complains. [4]  
Q.4(c) Why do customers complain? Explain. [6]
- Q.5(a) Define credit control. [2]  
Q.5(b) Write the steps involved in Credit control. [4]  
Q.5(c) Discuss the precautionary measures applied during credit control in hotel. [6]
- Q.6(a) What is the meaning of daily operation report? [2]  
Q.6(b) The XYZ Hotel has 110 rooms and on a particular day 85 rooms were occupied by guest. If 15 rooms were complimentary then find out Occupancy percentage: [4]  
Assuming no. of room occupied as standard.  
Assuming no. of room sold as standard.
- Q.6(c) (i) The XYZ Hotel has 760 rooms and on a particular day 585 rooms were occupied by guest In which 35 rooms were occupied by 2 guest and 17 room by 3 guest. If the room revenue of Rs. 78,00,000 was generated calculate the Average Rate per Guest. [6]  
(ii) The XYZ Hotel has 585 rooms and on a particular day 495 rooms were occupied by guest in which 30 rooms were complimentary. If 25 rooms were occupied by two guest then find out Average guest per room sold.
- Q.7(a) Define Yield management. [2]  
Q.7(b) What is the meaning of capacity management? [4]  
Q.7(c) Discuss the benefits of Yield management. [6]

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