

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

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : VII
SESSION : MO/2025**

SUBJECT: HM405 ADVANCE FRONT OFFICE MANAGEMENT

TIME: 02 Hours

FULL MARKS: 25

INSTRUCTIONS:

1. The question paper contains 5 questions each of 5 marks and total 25 marks.
 2. Attempt all questions.
 3. The missing data, if any, may be assumed suitably.
 4. Tables/Data handbook/Graph paper etc., if applicable, will be supplied to the candidates
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		CO	BL
Q.1(a)	Differentiate between Quality and Service in context with Front Office?	[2] 1	1
Q.1(b)	Write the attributes makes the service special?	[3] 1	2
Q.2(a)	Differentiate between Vision and Mission statement?	[2] 1	4
Q.2(b)	Explain how managers plan for Quality?	[3] 1	4
Q.3(a)	Define Forecasting?	[2] 2	1
Q.3(b)	Discuss how Historical and Current data help the FOM to estimate room demand?	[3] 2	2
Q.4(a)	What is Wash down?	[2] 2	3
Q.4(b)	List out the data required for effective forecasting?	[3] 2	1
Q.5(a)	What are the key differences between current data and future data?	[2] 2	2
Q.5(b)	What are the benefits of forecasting in hotel industry, and how does it contribute to informed decision-making and planning?	[3] 2	3

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