

BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI  
(MID SEMESTER EXAMINATION SP/2023)

CLASS: BHMCT  
BRANCH: HMCT

SEMESTER : VI  
SESSION : SP/2023

SUBJECT: HM313 FRONT OFFICE MANAGEMENT - I  
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
- 

|        |  | CO  | BL     |
|--------|--|-----|--------|
| Q.1(a) | Differentiate between emergency key and master key.  | [2] | I IV   |
| Q.1(b) | Describe the advantage of Electronic Locking system.   | [3] | I I    |
| Q.2(a) | Discuss the role of Front Office in Hotel Security.  | [2] | I I    |
| Q.2(b) | Describe the advantage of Call Accounting System.  | [3] | I I    |
| Q.3(a) | The ABC Hotel has 500 rooms and on a particular day 380 rooms were occupied by guests and 20 rooms were Out of order. Compute the occupancy percentage.  | [2] | II III |
| Q.3(b) | Differentiate between No-Show and High-Risk Account  | [3] | II IV  |
| Q.4(a) | Discuss Daily Operational Report   | [2] | II I   |
| Q.4(b) | The ABC Hotel has 620 rooms and on a particular day 367 rooms were occupied by guests. If 30 rooms were occupied by two guest, 20 rooms by three guest and rest by one guest then compute Average guest per room sold. | [3] | II III |
| Q.5(a) | Describe Budget.   | [2] | III I  |
| Q.5(b) | List the objective of Budgetary Control.   | [3] | III I  |

.....24/02/2023.....M