CLASS: HMCT   SEMESTER : VI
BRANCH: BHMCT   SESSION : SP/2023

SUBJECT: HM313 FRONT OFFICE MANAGEMENT - I

TIME: 3 Hours   FULL MARKS: 50

INSTRUCTIONS:
1. The question paper contains 5 questions each of 10 marks and total 50 marks.
2. Attempt all questions.
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.

			CO	BL
Q.1(a)	What is the role of management in a security program at a five-star hotel, and how does their involvement and support contribute to ensuring the safety and security of guests, staff, and the property?	[5]	I	II
Q.1(b)	What is the procedure for handling Lost and Found items in a hotel, and how does the hotel staff ensure that lost items are efficiently collected, recorded, stored, and returned to their rightful owners?	[5]	I	II
Q.2(a)	Can you create a Room Division Income format for a hotel, including the relevant revenue and cost categories and explain the same.	[5]	II	III
Q.2(b)	The ABC Hotel has 550 rooms and on a particular day 385 rooms were occupied by guests. If 38 rooms were complimentary then find out Occupancy percentage: • Assuming no. of room occupied as standard. • Assuming no. of room sold as standard.	[5]	II	III
Q.3(a)	Can you classify different types of budgets based on their period and flexibility, and how does each type of budget serve a different purpose and support the financial planning and control process in an organization?	[5]	III	IV
Q.3(b)	Can you analyze the fundamental stages involved in the preparation of a budget, and how do these stages help to ensure the accuracy, completeness, and relevance of the budget for achieving organizational goals?	[5]	III	IV
Q.4(a)	How would you evaluate and explain the Front Office data sub-system used in hotels, and what is the significance and value of this system for the hotel in terms of improving guest service, increasing operational efficiency, and supporting informed decision-making?	[5]	IV	V
Q.4(b)	Can you compare and contrast revenue-generating and non-revenue generating data subsystems used in hotels, including the types of data captured, stored, and processed by each system.	[5]	IV	V
Q.5(a)	Can you critically evaluate and analyze the advantages and disadvantages of internal recruitment.	[5]	V	VI
Q.5(b)	Can you examine and evaluate the various strategies and methods used by Human Resources (HR) departments in hotels to motivate and engage employees, and how do these approaches impact employee satisfaction, performance, and retention in the short and long term?	[5]	V	VI

::::::28/04/2023::::::M