

## HM-202

### Front Office Management

Master of Hotel Management (MHM-17)

Second Semester, Examination, 2018

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to attempt the questions contained in these Sections according to the detailed instructions given therein.

#### Section-A

##### (Long Answer Type Questions)

**Note :** Section 'A' contains four (04) long answer type questions of nine and half ( $9\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. What are the factors that considered to classify a hotel into star category ?
2. Explain the duties and responsibilities of front office manager of a large hotel.
3. Describe about the guest cycle.

4. What are the criteria for evaluating the performance of a hotel ?

### Section-B

#### (Short Answer Type Questions)

**Note :** Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. What do you understand by Yield ? Explain.
2. Explain ADR in detail with examples.
3. Differentiate between Folio and Ledger.
4. What is City Ledger ?
5. Explain different types of Plans.
6. Write down different types of Rooms in Large hotels.
7. What do you understand by the term "night audit" ? Why is it known as "night audit" ?
8. What are the different bases of charging the room rent ?

### Section-C

#### (Objective Type Questions)

**Note :** Section 'C' contains ten (10) objective type questions of half ( $\frac{1}{2}$ ) mark each. All the questions of this Section are compulsory.

Fill in the blanks :

1. The discounted rate offered on booking a room in advance is known as .....
2. The room on the top most floor of a hotel with space of open sky is called a .....

3. Hotel located in the heart of the city are known as .....
4. Hotel mails can be classified into ..... mails and ..... mails.
5. The message slip is kept in the ..... rack with room keys for prompt delivery to guest.
6. .... check out may not require queuing at the front desk.
7. When a guest departs from the hotel before his expected date of departure, it is called ..... stay.
8. The ..... is the total no. of resident guests in the hotel.
9. Cash paid to the guest by the hotel is called .....
10. .... plan include room rent and all the meals in tariff.

