

**C742**

Total Pages : 3

Roll No. ....

## **BHM-301**

### **Front Office Management**

Bachelor of Hotel Management (BHM)

3rd Year, Examination, 2022 (June)

**Time : 2 Hours]**

**Max. Marks : 40**

**Note :** This paper is of Forty (40) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

### **SECTION–A**

#### **(Long Answer Type Questions)**

**Note :** Section 'A' contains Five (05) long answer type questions of Ten (10) marks each. Learners are required to answer any Two (02) questions only.

(2×10=20)

1. How does selling & booking of Rooms is Responsible by Front office department? Mention different functions of front office department.

2. Explain Budgeting. Also discuss the types of budget in details with suitable examples.
3. What is understood by the term "Property Management System" with the reference to hotel industry? Also discuss various functions and advantages of PMS.
4. What is understood by the term "Interior Designing"? Briefly discuss the principles and planning trends in modern hotels.
5. Training and Evaluation is an essential process of Front Office department. Also explain the training types and process in context to front office department.

## **SECTION-B**

### **(Short Answer Type Questions)**

**Note :** Section 'B' contains Eight (08) short answer type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only. (4×5=20)

1. What is U.S.P.? Explain with an appropriate example from front office.
2. List the duties performed by a Night Auditor in Front Office.
3. What are the duties and responsibilities of Rooms division Manager?

4. What are the various types of room tariff offered by Hotels in India?
  5. What are the advantages of using Wall Coverings?
  6. Differentiate between Primary and Tertiary Colour.
  7. Explain Guest arrival cycle. How does the complaints of Guest are handled by front office department?
  8. Briefly discuss the following :
    - (a) Benefits of forecasting.
    - (b) ARR.
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