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Roll No.

BHM-301

Front Office Management

Bachelor of Hotel Management (BHM-11/16)

Third Year, Examination, 2019 (June)

Time : 3 Hours]

Max. Marks : 40

Note : This paper is of Forty (40) marks divided into three (03) sections A, B and C. 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 any two (2) questions only.

($2 \times 9\frac{1}{2} = 19$)

1. Explain Budgeting. Discuss the types of budget in details with suitable examples.
2. Describe the phases of Laundry cycle. Explain the process of handling guest laundry.

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[P.T.O.]

3. What is PMS? Discuss the various functions and advantages of PMS.
4. Discuss the Principles of design in hotels. List the types of furniture required for a guestroom.

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 any four (04) questions only. (4×4=16)

1. Discuss Creative Selling in Front Office.
2. Discuss the importance of Training in Front Office with an appropriate example.
3. Differentiate between Primary and Tertiary Colour.
4. List the duties performed by a Night Auditor in Front Office.
5. What is Par Stock ? Why is it important for Hotel Management ?
6. Discuss in brief Forecasting in revenue management in a hotel.
7. List the types of Pest and ways to control.

8. What are the various types of room tariff offered by Hotels in India?

SECTION-C

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) marks each. All the questions of this section are compulsory. ($10 \times \frac{1}{2} = 05$)

Explain the terms :

1. Second Service.
2. Skipper.
3. RevPar.
4. Javelle water.
5. ARR.
6. Budget.
7. Forecasting.
8. PMS.
9. HRM.
10. POS.