NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2013-2014

COURSE   :   5th Semester of 3-year B.Sc. in H&HA
SUBJECT   :   Front Office Management - I
TIME ALLOWED   :   03 Hours   MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1.   Discuss the use of PMS applications in hotels and explain Fidelio System.

OR

"Hotel Automation leads to the efficient management of hotel resources and to greater guest satisfaction". Elaborate the various aspects of computer applications in hotels today.

(10)

Q.2.   (a)   State the information required for developing room forecast in a hotel.
        (b)   Draw a sample 'Three Day Forecast Form'.

(5+5=10)

Q.3.   Elucidate:
        (a)   Objectives of budgetary control.
        (b)   Limitations of budgeting.

(5+5=10)

OR

        (a)   Define Budget, Budgeting and Budgetary Control.
        (b)   What are the uses of Front Office Departmental budget to the hotel?

(6+4=10)

Q.4.   Explain the following (**any five**):
        (a)   Floor Limit   (b)   Retention Charge
        (c)   Over Stay   (d)   Black List
        (e)   Package Rate   (f)   City Ledger
        (g)   Wash Factor

(5x2=10)

Q.5.   Discuss in detail the advantages and disadvantages of PMS in hotel.

(10)

Q.6.   Differentiate between (**any two**):
   (a)   Rev PAR and ADR
   (b)   Market Condition Approach and Rule of Thumb Approach
   (c)   Fixed Budget and Flexible Budget
   (d)   Rack Rate and Special Rate

                                                                (2x5=10)

Q.7.   Give the formula of the following (**any five**):
   (a)   No show percentage   (b)   Average rate per guest
   (c)   House Count   (d)   Yield percentage
   (e)   Room Occupancy percentage   (f)   Overstay percentage

                                                                (5x2=10)

Q.8.   Write short notes on (**any two**):
   (a)   Budget Cycle   (b)   Shawman   (c) Forecasting Data

                                                                (2x5=10)

Q.9.   What are the criteria of evaluating the performance of Front Office Operations?

                                                                (10)

                               OR
   (a)   Discuss the term 'Guest Satisfaction' and 'Guest Expectations'.
   (b)   Explain the philosophy behind handling guest complaints.

                                                                (5+5=10)

Q.10. Hotel Luxury has 400 rooms. On 1st June 2012, there are 10 out of order rooms
       and 160 stayovers. There are 120 guests with reservations expected to arrive
       and the no-show percentage has been calculated at10%. It is forecasted that 10
       understays and 18 overstays are to be expected that day.
   (a)   Give the room availability forecast formula.
   (b)   Using that formula, calculate the number of rooms still to be sold for 100%
         occupancy on 01.06.2012 using the above given information showing each
         step.

                                                                (5+5=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2014-2015

COURSE   :   5th Semester of 3-year B.Sc. in H&HA
SUBJECT   :   Front Office Management - I
TIME ALLOWED   :   03 Hours   MAX. MARKS: 100

_____

(Marks allotted to each question are given in brackets)
_____

Q.1.   Discuss the role and prospects of Information & Technology in hotels.

(10)

Q.2.   What do you understand by PMS component? What are the common software options in a PMS?

OR

Explain "Need Analysis" in selecting a PMS. What is the procedure for performing a Need Analysis?

(10)

Q.3.   What are the main approaches to pricing rooms? Explain.

OR

What are the different methods to control and prevent the understays and no-shows in hotels?

(10)

Q.4.   Explain the role of Front Office Manager in evaluating, forecasting and planning to improve the business of hotel.

OR

What are the different techniques used for forecasting?

(10)

Q.5.   Write in short (**any four**):
(a)   ARR
(b)   Potential average rate
(c)   Rev PAR
(d)   Break even
(e)   Zero budget
(f)   Lettable rooms

(4x 2 ½ =10)

Q.6.   Hotel Meridian has 150 rooms.   On 5th November, there are five out-of-order rooms and three are occupied by executives. Sixty guests occupying 40 rooms are stay-overs, 39 guests are holding reservation for 35 rooms for that day. The percent of no-shows has been calculated at 20%. Based on historical data, seven under-stays and fourteen over-stays are expected. Thirty-four guests occupying 30 rooms are expected to check-out.

Calculate the number of rooms available for sale on 5th November.

(10)

Q.7.   Explain the following (**any four**):
(a)   Variance
(b)   Double charge
(c)   Multiple occupancy percentage
(d)   Potential room revenue
(e)   Sale and plan
(f)   Budgeted income statement (BIS)

(4x 2 ½ =10)

Q.8.   What are the advantages and disadvantages of budgeting?

(10)

Q.9.   What do you mean by budget cycle? Explain different types of budget.

(10)

Q.10.   Match the following:

(a)	RDM	(i)	Double occupancy
(b)	House count	(ii)	Department head
(c)	Funds	(iii)	No. of rooms occupied
(d)	Understay	(iv)	Fortune
(e)	Hollywood room	(v)	GDS
(f)	Room count	(vi)	Early check out
(g)	IDS	(vii)	Budget
(h)	Galileo	(viii)	Complementary
(i)	Occupancy	(ix)	No. of guest
(j)	House use	(x)	Total no. of guest staying

(10x1=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR – 2015-2016

COURSE   :   5th Semester of 3-year B.Sc. in H&HA
SUBJECT   :   Front Office Management - I
TIME ALLOWED   :   03 Hours   MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1.   Define budget. Explain zero based budget and write its advantages.

(3+3+4=10)

Q.2.   What is evaluation?   Explain in brief **six** different methods which are used to evaluate the performance of front office department.

(4+6=10)

OR

Draw a neat and complete **ten** days forecast form.

(10)

Q.3.   What do you mean by Planning? Explain the **three** main functions involved in front office planning.

(4+6=10)

Q.4.   What are the factors that you will keep in mind while making front office budget?

(10)

OR

What do you understand by the term budget control? Explain the advantages of budget control.

(4+6=10)

Q.5.   When your room division expenditure exceeds your budget, what **five** measures will you take as a front office manager to cut down or control your expenses and bring your expenses on track?

(10)

Q.6.   What factors are considered before buying a new PMS for the hotel?

(10)

Q.7.   Answer **any two** of the following:
        (a)   Draw budget cycle   (b)   Explain rule of thumb
        (c)   How will you regulate or control under-stay and over-stay?

(2x5=10)

Q.8.   Hotel XYZ has 100 guest rooms. On the night of 1st January 2014, total rooms occupied - 80, double occupancy rooms – 50, that means total no. of guest registered 130. Actual revenue earned – Rs.12.00 lakhs. Calculate:
(a)   Average guest per room sold
(b)   Average daily rate
(c)   Average rate per guest
(d)   Rev PAR

(4x2 ½ =10)

Q.9.   (a)   Write forecast formula.
(b)   Write **any two** formulas for the following:
(i)   % of no show
(ii)   % of overstay
(iii)   Occupancy %
(iv)   Double occupancy %

(5+(2x2 ½) =10)

Q.10. **A**   Differentiate between:
(i)   Short term and long term budget
(ii)   Fixed budget and flexible budget

(2 ½ +2 ½ =5)

B   Fill in the blanks:
(i)   _____ is also known as bottom up approach.
(ii)   _____ rates are offered by new hotels or hotels providing new services to the market.
(iii)   Hubbart formula helps us to determine the _____ per room.
(iv)   _____ do not cause any loss of revenue but in full occupancy causes problem in guest check in.
(v)   Budget that is prepared for the acquisition of assets of the organization is known as _____ budget.

(5x1=5)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR – 2016-2017

COURSE   :   5th Semester of 3-year B.Sc. in H&HA
SUBJECT   :   Front Office Management - I
TIME ALLOWED   :   03 Hours   MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1.   Explain Hubbart's formula with steps.

OR

What occupancy ratios are commonly calculated by the Front Office? What is the significance of occupancy ratios?

(10)

Q.2.   List and explain the different modules of PMS.

(10)

Q.3.   Explain in about 3-4 sentences (**any five**):
(a)   Room revenue forecast   (b)   Package rate
(c)   Stay over   (d)   Amadeus
(e)   Budgetary control   (f)   Rate cutting
(g)   Shawman   (h)   Zero based budgeting

(5x2=10)

Q.4.   Using the room revenue statistics of hotel Taj, which is 200 room property, calculate:
(a)   Forecast room revenue for the year 2015 and
(b)   Explain the assumptions used, if any.

Year	Rooms sold	ADR	Net Room Revenue	Occupancy %
2011	57,670	5000	28,83,50,000	79%
2012	59,130	6100	36,06,93,000	81%
2013	60,590	7200	43,62,48,000	83%
2014	62,050	8000	49,64,00,000	85%

(5+5=10)

Q.5.   What are budgets? Explain the different types of budgets.

(10)

Q.6. Give the formulae for the following:
(a) Understay %   (b) ARG   (c) Multiple occupancy %
(d) House count   (e) RevPAR

(5x2=10)

Q.7. Draw a sample of '3-day forecast form'.

OR

List and explain the different stages/steps in a budget cycle.

(10)

Q.8. Explain Fidelio Hotel Management System stating its advantages and dis-advantages.

OR

Explain **any five** methods of establishing room rates.

(10)

Q.9. **A** Forecast the room revenue for hotel Surya for the month of December 2014:

Room available – 350
Projected occupancy – 80%
ADR – Rs.6,000/-

B What are the objectives of budgetary control?

(5+5=10)

Q.10. Fill in the blanks:
(a) Report listing rooms that have not been sold at rack rate is _____.
(b) World span and Sabre are examples for _____.
(c) _____ is the process of predicting events and trends in business.
(d) Guests who checks out before his/her stated departure date is _____.
(e) _____ is an approach to pricing that bases price on what comparable hotels in the geographical market are charging.
(f) _____ is a measurement of the success of hotel in selling rooms.
(g) A rate that includes a guest room in combination with other event or activities is _____.
(h) An occupancy ratio derived by dividing net room revenue by the number of guest is _____.
(i) Fidelio uses _____ for extra protection.
(j) Costs that remain constant in the short run even though sales volume varies is _____.

(10x1=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR – 2017-2018

COURSE   :   5th Semester of 3-year B.Sc. in H&HA
SUBJECT   :   Front Office Management - I
TIME ALLOWED   :   03 Hours   MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What are the most popular approaches to pricing the rooms? Explain with emphasis on advantages and drawbacks of each of them.

OR

Explain Front Office Management using various fundamental management functions. Illustrate the same by using diagram and giving examples.

(10)

Q.2. Describe the key modules of a property management system. Explain the functions and options of various sub-modules in rooms division module.

OR

List the various tools and explain through which the performance of the front office department can be evaluated.

(10)

Q.3. Briefly explain the following terms:
     (a)   Marginal cost   (b)   Room rate variance report
     (c)   Occupancy multiplier   (d)   Booking lead time
     (e)   House count

(5x2=10)

Q.4. Write short notes on:
     (a)   Budget cycle   (b)   Budget variance analysis

(5+5=10)

Q.5. Explain various types of budgets with examples from front office department.

OR

What are the advantages and dis-advantages of budgeting?

(10)

Q.6. Give formula for the following:
   (a)   No-show percentage   (b)   Multiple occupancy percentage
   (c)   Average rate per guest   (d)   Room rate achievement factor
   (e)   ADR

                                                              (5x2=10)

Q.7. (a)   Write the rooms availability forecast formula.
   (b)   List the factors necessary for drawing out effective rooms availability
         forecast.

                                                              (5+5=10

Q.8. What are the global distribution systems? Write briefly on **four** major GDSs use
   by the hospitality industry.

                                                              (1

                              OR

   (a)   List the benefits of Property Management Systems.
   (b)   Explain the procedure for performing needs analysis.

                                                              (5+5='

Q.9. Differentiate between:
   (a)   Overstay and Stay over
   (b)   RevPAR and RevPAC
   (c)   Rack rate and BAR
   (d)   Zero based budget and Traditional budget
   (e)   Skipper and Sleeper

                                                              (5x2

Q.10. Hotel Sea View has 600 single rooms:

   Previous night room count: 553   Reservations: 241
   Under stay%: 4%   No-show factor: 6%
   Departures expected: 235   Overstay%:2%
   Cancellation factor: 3%   Walk-in guests expected: 42

   Calculate the number of rooms still left to sell for 100% occupancy.

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