

Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-6)

FRONT OFFICE MANAGEMENT

Subject Code : BHMCT605/18

M.Code : 79341

Date of Examination : 30-04-2024

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Write briefly :

- a) Budget
- b) Forecasting
- c) Timeshare
- d) Condominium
- e) Master Budget
- f) Name Five International Airlines
- g) Define Safety Audit
- h) Occupancy Percentage
- i) ARR
- j) Rev PAR.

SECTION-B

2. What do you understand by Capital & Operational Budget?
3. Describe various factors affecting budget planning.
4. Discuss the difficulties faced in marketing timeshare business.
5. Explain Rule of thumb.
6. Describe the various safety regulations to be followed in Flight Operations.

SECTION-C

7. Explain in detail Hubbart Formula.
8. Describe structure of Airline Industry.
9. Illustrate effective use of SOP's in Front Office Department.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on page of Answer Sheet will lead to UMC against the Student.

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BHMCT (Sem.-6)
FRONT OFFICE MANAGEMENT
Subject Code : BHMCT-605-18
M.Code : 79341
Date of Examination : 17-12-2024

Time : 3 Hrs.

Max. Marks : 60

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SECTION-A

1. Write short notes on :

- a. Bell desk
- b. Paging
- c. Concierge
- d. Timeshare
- e. SOP's in front office department
- f. Tariff
- g. Hubbart formula
- h. Occupancy
- i. Aviation industry
- j. Safety audit in aviation

SECTION-B

2. How do we forecast room revenue?
3. How is front office budget made?
4. Write the organisational structure of front office department.
5. Define timeshare and its various options.
6. What are tariff decisions?

SECTION-C

7. Write the advantages of budgeting.
8. How to improve the timeshare concept in India?
9. Write the safety regulations and oversight of flight operations.

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BHMCT (Sem.-6)
FRONT OFFICE MANAGEMENT
Subject Code : BHMCT605-18
M.Code : 79341
Date of Examination : 22-05-2025

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

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SECTION-A

I. Write briefly :

- a. Rotating timeshare
- b. Master deed
- c. Referral hotel
- d. Flight safety audit
- e. Evaluating
- f. Discount grid
- g. Hubbart formula
- h. Occupancy
- i. Budgetary control
- j. Flight crew

SECTION - B

2. State the importance of SOPs in Front office department.
3. Write a short note on Marginal Pricing.
4. Differentiate between Zero based budget and Traditional budget.
5. Short note on "Resort Condominium International".
6. How does the recruitment process differ for Pilots and Cabin crew?

SECTION - C

7. Explain the various information required for Forecasting room revenue.
8. Explain the various stages of budget cycle with examples from front office department.
9. Write in your own words the difficulties normally faced in marketing timeshare business in India.

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