

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-6)
FRONT OFFICE OPERATIONS - V

Subject Code : BH/306

M.Code : 14564

Date of Examination : 24-05-2024

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION-A

1. Write short notes on :
 - a) Duration Control
 - b) Yield
 - c) EPABX
 - d) Double occupancy percentage
 - e) Effective communication
 - f) Average Daily rate
 - g) Selective overbooking
 - h) Room availability position
 - i) Communication skills
 - j) Discount Allocation.

11M-14564

(55) 610

SECTION-B

2. Explain the concept and importance of Yield management.
3. List the qualities of a telephone operator.
4. Write a short note on Forecasting techniques.
5. List the courses of action to be taken while handling guest complaints.
6. Explain Forecast Formula with examples.

SECTION-C

7. Explain the barriers of communication in hotel industry.
8. Describe the significance of Yield management team in hotels.
9. Write and explain any five formulas used in measuring yield.

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

2 | M - 14564

(S5) - 610

Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-6)
FRONT OFFICE OPERATIONS - V
Subject Code : BH-306
M.Code : 14564
Date of Examination: 14-01-2025

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

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

SECTION-A

1. **Write short notes on:**
 - a) Forecasting Room Availability
 - b) Rev Par
 - c) Rate spread
 - d) Yield%
 - e) BAR
 - f) Selective Overbooking
 - g) Briefing and debriefing
 - h) ADR
 - i) How to handle angry guest?
 - j) Suggestive Selling

SECTION-B

2. Which courses of action to take when handling guest complaints?
3. What should be the qualities of the telephone operator?
4. Explain the potential high and low demand techniques of yield management.
5. Brief about the major agendas discussed in their meetings of yield management team.
6. Write a note on the significance of inter-departmental coordination of Front Office with other departments.

SECTION-C

7. What are the do's and don'ts of handling guest complaints?
8. Explain the various methods of evaluating front office operations.
9. Discuss elements of yield management responsible for revenue generation along with their benefits.

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

Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-6)
FRONT OFFICE OPERATIONS - V
Subject Code : BH-306
M.Code : 14564

Date of Examination : 06-05-2025

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

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

SECTION - A

1. Write short notes on:

- Booking Graph
- Barriers to communication
- PBX
- Local Occupancy percentage
- Wake Up call
- Discount allocation
- Selective overbooking
- Forecast formula
- Magic words in telephone etiquettes
- Duration control

SECTION - B

2. Explain the high demand tactics for FITs in a hotel.
3. Describe the role of telephone exchange in hotel.
4. What is the importance of effective communication in hotels?
5. List the skills required to handle guest problems and complaints in a hotel.
6. Write and explain any three formulas used in measuring yield.

SECTION - C

7. Explain different reports generated from Yield management software.
8. Describe the importance of Forecast Formula. Explain with format.
9. List the benefits of yield management in hotels.

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