

Total No. of Pages : 4

Roll No.

HM - 202
Front Office Management
Master of Hotel Management
(MHM-17)
2nd Semester, Examination-2019

Time : 3 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 Three (03) Long-Answer type questions of Ten (10) marks each. Learners are required to answer any two (02) questions only.

(2 x 10 =20)

S-187

P. T. O.

(2)

1. Draw an organization chart of front office department of a 5 star hotel. List down the duties and responsibilities of the Front Office Manager.
2. What do you understand by market share? How can it be used to analyse the performance of hotels?
3. Discuss the various elements and benefits of yield management for any hotel.

Section - B

(Short-Answer-Type questions)

Note : Section 'B' contains six (06) Short- answer type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

(4x5=20)

(3)

1. List five international chain / group of hotels.
2. Explain different meal plans offered by hotels.
3. Differentiate between rack rate and corporate rate.
4. What are the various modes of making a room reservation?
5. How do you calculate no-show percentage?
6. Explain the term budgetary control.