

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-7)
FRONT OFFICE MANAGEMENT

Subject Code : BHMCT-701-18

M.Code : 90747

Date of Examination : 14-01-2023

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) RevMAP
 - b) Capital budget
 - c) Credit control
 - d) Yield
 - e) Upsetting
 - f) Revpar
 - g) Suggestive selling
 - h) Skippers
 - i) Forecasting
 - j) Registration.

SECTION-B

2. What are the latest trends followed in front office department of a business hotel?
3. Explain the services provided by front office department.
4. List the various steps in measuring the yield.
5. What are the various frauds happen in front office department?
6. What are the various methods of hotel product selling?

SECTION-C

7. Explain the various types of budget.
8. What do you understand by Cash control? Explain the various physical control measures adopted by hotels.
9. What are the various elements of revenue management?

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.