

[illegible]

Total No. of Questions : 18

MMHCT (Sem.-3)  
FRONT OFFICE MANAGEMENT  
Subject Code : MMH-405C-18  
M.Code : 78018

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

Define the term :

1. Tariff
2. Upselling
3. Twin Room
4. Motel
5. Front Office Management
6. Rack Rate
7. Amenities
8. Recreational
9. Still Room
10. Concierge

## SECTION-B

11. Explain Hotel Marketing.
12. What are the Standards of Good Service?
13. Explain Night Audit & its Functions.
14. What is Identical Yield?
15. What is Occupancy Ratio & its REV PAR?

## SECTION-C

16. Draw a Layout of F.O Department.
17. What are the objectives & Functions of Yield Management?
18. Explain Guest Accounting in detail.

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.