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Total No. of Pages: 02

Total No. of Questions: 09

Master of Hotel Management & Catering Technology (Sem. – 4)

FRONT OFFICE MANAGEMENT

Subject Code: MHM405C-18

M Code: 78018

Date of Examination : 22-12-2022

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. Define the term:

- a) Yield
- b) Down Selling
- c) Suite
- d) Hostel
- e) Rack Rate
- f) Cloak Room
- g) Amenities
- h) Ledger
- i) Signage
- j) Bell Hop

SECTION-B

2. What are the Elements of Hotel Marketing?
3. Write a short note on types of tariffs.
4. Explain Night Audit & its Functions.
5. What is Potential average double rate?
6. What are the benefits of Yield Management

SECTION C

7. Draw a Layout of F.O Department.
8. Explain importance and functions of night audit.
9. Write in detail about operating modes of front office department.

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