

S.No. 5569

16 SCCHM 7

(For candidates admitted from 2016–2017 onwards)

B.Sc. DEGREE EXAMINATION, APRIL 2022.

Part III — Hotel Management and Catering Science —
Major

ADVANCED FRONT OFFICE MANAGEMENT

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20)

Answer ALL questions.

1. Define the term "Budget".
2. Write short notes on pre opening budget.
3. What do you mean by Motivation?
4. Write briefly on Upselling.
5. Define the term "Sales Mix Report".
6. What do you mean by Discrepancy reports?
7. Define the term "First aid".
8. Expand OHSMS.

9. Mention any two fire-fighting equipments in a Hotel.

10. How will you handle fire accidents in a Hotel?

PART B — ($5 \times 5 = 25$)

Answer ALL questions, choosing either (a) or (b).

11. (a) Explain about operating budget as control tool.

Or

(b) How do you calculate cost per occupied room?

12. (a) Explain about concept of ARR and Rev PAR.

Or

(b) Write notes on Human Resources practices in Rooms Division.

13. (a) Explain about Rooms status report and Revenue report.

Or

(b) Write notes on software used in Hotels.

14. (a) Write notes on Accidents and Personal injuries in a Hotel.

Or

(b) Explain about contents of first aid box.

15. (a) Explain about various fire extinguishers in a Hotel.

Or

(b) Write notes on fire protection check list.

PART C — ($3 \times 10 = 30$)

Answer any THREE questions.

16. Write notes on :

(a) Objectives of budgetary control (5)

(b) Expenses and Budget report variances. (5)

17. Write notes on :

(a) Importance of Yield Management (5)

(b) Performance Appraisal. (5)

18. Give a detail account on reports generated at front desk and housekeeping.

19. Write notes on :

(a) Safety measures to be followed in Hotel (5)

(b) Importance of first aid. (5)

20. Explain about Classification of fire in a Hotel.