ROLL No…………….

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2013-2014

COURSE   :   6th Semester of 3-year B.Sc. in H&HA
SUBJECT   :   Front Office Management - II
TIME ALLOWED   :   03 Hours   MAX. MARKS: 100
_____
(Marks allotted to each question are given in brackets)
_____

Q.1.   Explain how yield management enhances forecasting and seasonal pricing of inventory in hotel industry.

(5+5=10)

OR

"Applying yield management improvises the co-ordination between front office and sales department". Justify.

(10)

Q.2.   Write short notes on the following:
(a)   Capacity Management
(b)   Duration control

(5+5=10)

Q.3.   (a)   State **three** different formulas to calculate yield statistics.

(2+2+1=5)

(b)   State **two** types of formula to calculate equivalent occupancy.

(2 ½ + 2 ½ =5)

Q.4.   Discuss the reports generated by the revenue management software.
OR
Give formula for the following:
(a)   Rate Spread
(b)   CMRw
(c)   Potential average rate

(3+4+3=10)

Q.5.   What strategies will you adopt when room demand is low?

(10)

Q.6.   Define Timeshare. Explain the types of timeshare business.

(2+8=10)

Q.7.   Highlight the historical development of timeshare and condominium business in India.

<center>**OR**</center>

Elaborate on the facilities offered by Condominium resorts to their guests.

(10)

Q.8.   Write an essay on the Resort Condominium International.

(10)

Q.9.   Throw light on the Government's role towards enhancing the timeshare business in India.

(10)

<center>**OR**</center>

What is a referral group? How does it function?

(4+6=10)

Q.10. Match the following:

(a)	Room	(i)	être réveillé a huit heures
(b)	I would like a room	(ii)	premier étage
(c)	For one night	(iii)	Quelle est l'heure limite d'occupation?
(d)	With 2 beds	(iv)	Je voudrais une chambre
(e)	A wake-up call at 8 am	(v)	Chambre
(f)	What is the check-out time	(vi)	L'addition n'est pas correcte
(g)	To pay my bill	(vii)	á deux lits
(h)	First floor	(viii)	Pour une nuit
(i)	Swimming pool	(ix)	régler mon compte
(j)	The bill is incorrect	(x)	une piscine

(10x1=10)

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