

Roll No.....
Total No. of Questions: [09]

Total No. of Printed Pages: [01]

BMS HMCT (Semester – 4th)
FRONT OFFICE-III
Subject Code: BHOM3-438
Paper ID: [310223]

Time: 03 Hours

Maximum Marks: 60

Instruction for candidates:

1. Section A is compulsory. It consists of 10 parts of two marks each.
2. Section B consist of 5 questions of 5 marks each. The student has to attempt any 4 questions out of it.
3. Section C consist of 3 questions of 10 marks each. The student has to attempt any 2 questions.

Section – A

(2 marks each)

- Q1. Write the followings:
- a. Give the french word of: - Food.
 - b. Define Yield.
 - c. Give the french word of: - Resort.
 - d. Define ARR.
 - e. Define Break even.
 - f. Define Lettable rooms.
 - g. Difference between Skipper and Sleeper.
 - h. Define Rate cutting.
 - i. Define revenue.
 - j. Define Night Audit.

Section – B

(5 marks each)

- Q2. Explain the importance of budgetary control.
- Q3. Briefly writes a conversation in French between a receptionist and a guest regarding Sight-seeing.
- Q4. How do you evaluate front office performance?
- Q5. What is the role of customer relationship management in increasing hotel revenue?
- Q6. Translate the following into French.
- a. Excuse me, what is your name?
 - b. Happy journey, Good bye Sir.
 - c. Give me your passport please.
 - d. No smoking. I am sorry.
 - e. Can I exchange dollars here?

Section – C

(10 marks each)

- Q7. State the information required for developing room forecast in a hotel and Draw a sample 'Three Day Forecast Form'.
- Q8. What do you mean by budget? Explain different types of budget.
- Q9. What do you mean by Planning? Explain the three main functions involved in front office planning.