Roll No……..….. **Total No. of Printed Pages: [01]**
Total No. of Questions: [09]

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.