

18. Comment on methods of measurement of yield in hotel operations.
 19. Give an account on methods of measurement of evaluating performance of a hotel.
 20. Elucidate the importance of computer applications in front office management.
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S.No. 2276

12UHMA04

(For the candidates admitted from 2012 – 2013 onwards)

B.Sc. DEGREE EXAMINATION, APRIL/MAY 2018.

Fourth Semester

Hotel Management and catering Science

Allied — FRONT OFFICE OPERATION – II

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What is travel agent voucher?
2. What is guest allowance?
3. What do you mean by city ledger?
4. Give any four examples for credit cards.
5. What do you mean by forecasting?
6. Define the term “yield”.
7. What is ARR?

8. Mention the contents of guest history card.
9. Expand the following abbreviations
- (a) GDS (b) POS.
10. Differentiate between guaranteed and non-guaranteed room reservation.

PART B — (5 × 5 = 25 marks)

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

11. (a) Mention the duties and responsibilities of front office cashier.
- Or
- (b) Write notes on
- (i) Telephone call voucher (2 ½)
- (ii) Restaurant/bar check. (2 ½)
12. (a) What do you mean by no-show? How do you handle the same?
- Or
- (b) What are the procedures to be followed while accepting foreign currency as mode of payment?

13. (a) Mention the importance of forecasting in room reservation.

Or

- (b) Write notes on elements of yield management.
14. (a) What do you mean by occupancy ratio? Mention about its importance and advantages.

Or

- (b) Write notes on average daily rate?
15. (a) Mention the importance of PMS in front office operation.

Or

- (b) Write notes on front desk module.

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain in detail about settlement of accounts in front office operations.
17. Who is night auditor? Explain the procedure involved in night auditing process.