

[Time: $2\frac{1}{2}$ Hours]

[Marks : 75]

Please check whether you have got the right question paper.

- N.B:
1. Illustrate your answers with neat sketches wherever necessary.
 2. Figures to the right indicate full marks.
 3. Assume suitable additional data if required.
 4. Calculators allowed.

1. Answer the following questions (Any **three**) (15)

- a. Write notes on three-days and ten-days forecast.
- b. Explain the procedure for estimating expenses for the Rooms division budget.
- c. Describes the various Management functions which the Front Office Manager of a hotel exercises.
- d. Write notes on Corporate Rate, Group Rate, Promotional Rate family Rate and Incentive Rate.
- e. A 200 rooms hotel with a targeted Average Room Rate of Rs. 8000 and an average occupancy of 80 percent of which 35 percent are double rooms. The rate spread used is Rs.1000. Calculate the single room rate and double room rate required to achieve the ARR.
- f. Calculate the 4 availability ratios(percentages of no shows, Walk-in, Under-stay, Over-stay) used in Front Office operations from the following data:
 No. of Room arrivals/Check-ins - 810
 Rooms walkins -195
 Rooms reservations - 730
 Rooms No shows - 120
 Rooms overstay - 92
 Rooms understay - 76
 Actual departures/ Checkouts -735

2. Answer the following questions (Any **three**) (15)

- a. Explain the various methods which hotel guests use to evaluate their stay experience.
- b. Write short notes on Daily Operations report.
- c. Importance of Fair Market share and the required analysis.
- d. What are the three aspects/ factors that must be considered in setting Ratio standards for Front Office.
- e. Calculate the Occupancy ratios i.e.,
 Room Occupancy percentage
 Average Daily Rate
 Revenue Per Available Room
 Average Rate per Guest
 Total Rooms in the hotel – 200
 Rooms Occupied - 158
 Complimentary rooms - 3
 Rooms on Double occupancy - 62
 Rooms revenue generated - Rs.9,30,000/-
- f. A 250 room hotel with a potential room revenue of Rs.15,00,000/-, sold 200 rooms out of which 40 rooms were on Double occupancy to generate a revenue of Rs.9,00,000/-.
 Calculate Average Daily Rate, Revenue Per Available Room, Average Rate per Guest and Yield Statistic

3. Answer the following questions (Any **three**) (15)
- Draw a neat format of Foreign Exchange Encashment Certificate.
 - Write short notes on Export Promotion Capital Goods Scheme (EPCG).
 - List the steps undertaken by the Front Office Associate to accept Foreign Currency.
 - Which are the five currencies not accepted by Reserve Bank of India.
 - Write the names of currencies of the following countries.
 - China
 - Australia
 - Egypt
 - Malaysia
 - Brazil
 - Elaborate the use of credit card for foreign exchange.
4. Answer the following questions (Any Five)
- Calculate the Position-of-the-house (Availability for the day) from given data.
 Rooms in the hotel - 160
 Rooms Out of Order - 03
 Rooms Stay over - 55
 Rooms reservations - 120
 Projected No-shows - 20%
 Rooms understay - 12
 Rooms overstay - 20
 - Write notes on Co-ordination and Co-operation in Rooms division.
 - Name the three approaches to pricing room rates with 2/3 lines notes on each.
 - Write notes on competitive set.
 - How is Rev PAR index used in Fair Market Share.
 - Calculate the Bed Occupancy percentage of the hotel from the following details: The Hotel has 50 single rooms and 150 double rooms, the house count of the hotel is 300.
 - Name the currencies of the following countries:
 - Japan
 - New Zealand
 - Thailand
 - Name the currencies of
 - United States of America
 - Mexico
 - France

5. Answer the following questions (Any Five)
- What is Rooms revenue and Income from rooms.
 - Calculate the Yield Statistic of the hotel from given details:
The ADR of the hotel with 200 rooms, which sold 150 rooms was Rs. 6500.
The Average Rack Rate (potential) was Rs. 8000
 - Write notes on Rule-of-the-thumb approach to pricing rooms.
 - Walk in guests are financially beneficial for the hotel. Explain.
 - Write brief notes on meal packages /plans offered in hotels.
 - Name the heads of expenses to be estimated for budget of rooms division.
 - Name the currencies of
 - Sweden
 - Argentina
 - Singapore
 - Name the currencies of
 - Belgium
 - Russia
 - Bangladesh