S.No. : 113

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BHM 2603

Following Paper ID and Roll No. to be filled in your Answer Book.

PAPER ID : 26159 Roll No. ⬚⬚⬚⬚⬚⬚⬚⬚⬚⬚

B. H. M. C. T. Examination 2021-22

(Even Semester)

FRONT OFFICE-VI

Time : Three Hours]   *[Maximum Marks :60*

Note :– Attempt all questions.

SECTION – A

1. Attempt all parts of the following : $1 \times 8 = 8$

   (a)   GSS forms

   (b)   Timid guest

   (c)   Sales budget

   (d)   No-show formula

   (e)   Rev-par

[P. T. O.

(f) Master key

(g) ADR

(h) Class-C fire

SECTION – B

2. Attempt any two parts of the following : $2 \times 6 = 12$

  (a) As a GRE how will you handle drunken guest?

  (b) Describe the procedures implement by hotels in case of fire.

  (c) What are the factors will consider while design selective overbookings?

  (d) Discuss the cost based pricing technique.

SECTION – C

Note:-   Attempt any two parts from each question. Each question carry equal marks. $8 \times 5 = 40$

3. (a) Discuss classification of fire.

  (b) Explain the benefits and data required for forecastings.

  (c) Explain the procedure and SOP's to handle robbery and theft in hotels.

4. (a) How can hotel will improve guest satisfaction?

    (b) What is face to face interview?

    (c) Explain the fussy guest.

5. (a) Explain formulas of measuring hotel performance.

    (b) Explain forecastings with the help of its formulas.

    (c) What are different types of budget?

6. Write short notes on any two of the following :

    (a) Questionnaire

    (b) Market based pricings

    (c) Essentials of budgetary control

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