



MAL-010-004503

Seat No. _____

**Bachelor of Hotel & Tourism Management
(Sem. V) (CBCS) Examination**

October / November – 2016

**5.3 : Advance Front Office - II
(Old Course)**

Faculty Code : 010

Subject Code : 004503

Time : 3 Hours]

[Total Marks : 70

- Instructions :** (1) Attempt all questions. Options, if any, are given.
(2) The marks are assigned in front of the questions.

1 Fill in the Blanks : 14×1=14

- (a) The rack rate _____ is the price for an overnight accommodation.
- (b) The city ledger also called as _____
- (c) The guest account, which crosses the house limits, is called _____ account.
- (d) The combined efforts of two or more part-time employees fulfill the duties and responsibilities of one full time job is called _____
- (e) A _____ is a form on which financial data are accumulated and summarized.
- (f) The process of recording transactions on a folio is called _____
- (g) A _____ is an amount of cash assigned to a cashier to handle the various transactions that occur during a work shift.
- (h) A _____ occurs when a cashier pays out more than he or she receives.

- (i) AH&LA stands for _____
- (j) RevPAC stands for _____
- (k) _____ is the process of seeking and screening qualified applicants to fill open position.
- (l) The combined efforts of two or more part-time employees fulfill the duties and responsibilities of one full time job is called _____
- (m) _____ involves the transfer or promotion of current employees.
- (n) GOPAR stands for _____

2 Write in brief on any 7 from the following in around **7×2=14** 100 words each.

- (a) Internet rate
- (b) Blind Call
- (c) House count
- (d) Group attrition
- (e) Shortage
- (f) Commission
- (g) Concierge
- (h) Credit limit

3 Find out the tariff rate by using Hubbart formula from **14** the following :

The King Palace, a 250-room property, is projected to cost Rs. 80,10,00,000 inclusive of land, building, equipment, and furniture. An additional Rs. 20,00,00,000 is needed for working capital. The hotel is financed with a loan of 40% at 12% annual interest. The owners desire a 20% annual return on their investment. 70% occupancy is estimated. The hotel's income tax rate is 40 percent, and additional expenses are estimated as follows :

Property tax expenses.....	Rs. 2,50,00,000
Insurance expenses	1,50,00,000
Depreciation expenses	4,00,00,000
Administrative and general expenses	3,00,00,000
Data processing expenses	1,20,00,000
Human resources expenses.....	14,00,000
Transportation expenses	40,00,000
Marketing expenses	2,00,00,000
Property operation and maintenance expenses .	2,00,00,000
Energy and related expenses.....	1,00,00,000
Non-room revenue center income (loss) is estimated as follows:	
Food and beverage department	Rs 1,50,00,000
Telecommunications department	(5,00,000)
Rentals and other departments	10,00,000

The rooms department estimates direct operating expenses to be Rs 1800 per occupied room. Assume that the King Palace has a double occupancy rate of 40 percent and a room rate differential of Rs. 6,000.

Find out Single and double room rate for the King Palace Hotel.

4 Describe the need of HRM. Define Recruitment with the help of flow chart. 14

5 Briefly discuss on night auditing procedure. 14

OR

5 Find the following things from the below table. 14

- (i) Percentage of No Shows
- (ii) Percentage of Walk Ins
- (iii) Percentage of Overstays
- (iv) Percentage of Under stays

Guests	Room Arrivals	Room Walk Ins	Room Reservations	Room No Shows
766	326	90	288	52
Occupied Rooms	Overstay Rooms	Understay Rooms	Room Check Out	
558	47	33	346	
