



**HCN-010-004503** Seat No. \_\_\_\_\_

**B. H. T. M. (Sem. V) (CBCS) Examination**

**October – 2017**

**5.3 - Advance Front Office – II**

*(New Course)*

**Faculty Code : 010**

**Subject Code : 004503**

Time : 3 Hours]

[Total Marks : 70

**Instructions :**

- (1) Attempt all the questions. Options, if any, are given.
- (2) The maximum marks are assigned in front of each question.

**1** Fill in the blanks : **14×1=14**

- a. \_\_\_\_\_ is the process of seeking and screening qualified applicants to fill open position.
- 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. An \_\_\_\_\_ is a form on which financial data are accumulated and summarized.
- f. Employee should be trained to perform the duties of more than one job is called \_\_\_\_\_.
- g. A \_\_\_\_\_ is a summary grouping of accounts.
- h. A \_\_\_\_\_ occurs when a cashier pays out more than he or she receives.
- i. \_\_\_\_\_ involves the transfer or promotion of current employees.
- j. RevPAR stands for \_\_\_\_\_.

- k. The \_\_\_\_\_ is the price for an overnight accommodation as determined by front office management.
- l. \_\_\_\_\_ Rate that includes a guestroom in combination with other events, activities or service, such as meals, golf, tennis or parking.
- m. A special rate offered when a hotel projects or experience low occupancy is called \_\_\_\_\_.
- n. ROI stands for \_\_\_\_\_.

2 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 40,00,000 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 %, and additional expenses are estimated as follows :

Property tax expenses	2,50,00,000	Human resources expenses	14,00,000
Insurance expenses	1,50,00,000	Transportation expenses	40,00,000
Depreciation expenses	4,00,00,000	Marketing expenses	2,00,00,000
Administrative & general expenses	3,00,00,000	Property operation & maintenance expenses	2,00,00,000
Data processing expenses	1,20,00,000	Energy and related expenses	1,00,00,000

Non-room revenue center income (loss) is estimated as follows :

F&B department	Telecommunications department	Rentals & other departments
1,50,00,000	(5,00,000)	10,00,000

The rooms department estimates direct operating expenses to be Rs1, 800 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.

3 Find out Forecasted profit from the following data : 14

Year	Rooms Sold	Average Daily Rate	Net Rooms Revenue	Occupancy Percentage
2011	30660	Rs 50.00	Rs 15,33,000	70%
2012	31974	Rs 52.00	Rs 16,62,648	73%
2013	32412	Rs 54.00	Rs 17,50,248	74%
2014	32850	Rs 57.00	Rs 18,72,450	75%

Year	Payroll and Related Expense	Laundry, Linen and Guest Supplies	Commissions and Reservation Expense	Other Expenses
2011	16.5	2.6	2.3	4.2
2012	16.9	2.8	2.5	4.5
2013	17.2	3	2.6	4.5
2014	17.4	3.1	2.7	4.6

4 Briefly discuss on night auditing procedure. 1×14=14

5 Do as directed : 1×14=14

a. Explain in brief on Rule-of-Thumb Approach. 1×8=8

**OR**

b. Explain Disaster Management.

c. Find out Occupancy Percentage, Multiple Occupancy 1×6=6

ratio, Average guests per room sold, Average daily rate, RevPAR, RevPAC, Average rate per guest,

Yield Statistic from the following information :

(a) The Leela Hotel has 120 rooms and a rack rate of Rs. 6,174. (Assume that this rack rate is applicable to both single & double room occupancies)

(b) Eighty three rooms were sold at varying rates.

- (c) 85 rooms were occupied by the guests. (Rooms sold does not equal rooms occupied by guest because on this particular day, single guest occupied 2 rooms at a complimentary room rate, thereby generating no room revenue.)
  - (d) 10 rooms were occupied by 10 guests; therefore; a total of 95 guests were in occupancy.
  - (e) Rs. 4,38,480 in room revenue were generated.
  - (f) Rs. 4,63,916 in total revenue were generated, including rooms, food, beverage, and telecommunication and other.
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