



**PAR-0010-0004503** Seat No. \_\_\_\_\_

**Third Year B. H. T. M. (Sem. V) Examination**

**October / November - 2018**

**5.3 : Advance Front Office - II**

**Faculty Code : 0010**

**Subject Code : 0004503**

Time : 3 Hours]

[Total Marks : 70

- Instructions :**
- (1) Attempt all questions.
  - (2) Simple non programmable calculators may be allowed.
  - (3) 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) \_\_\_\_\_ 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 **14**  
 from 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 percent at 12 percent annual interest. The owners desire a 20 percent annual return on their investment. 70 percent 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 1,800 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 : 1×14=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	Commission 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 : 8+6=14
- (a) Explain in brief on Rule-of-Thumb Approach. 8

**OR**

- (a) Explain Disaster Management. 8
- (b) Find out Occupancy Percentage, Multiple Occupancy ratio, Average guests per room sold, Average daily rate, RevPAR, RevPAC, Average rate per guest, Yield Statistic from the following information. 6
- (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 and double room occupancies)
- (b) Eight three rooms were sold at varying rates.
- (c) Eighty-five rooms were occupied by the guests. (Rooms sold does not equal rooms occupied by guest because on this particular day, single guest occupied two rooms at a complimentary room rate, thereby generating no room revenue.)
- (d) Ten rooms were occupied by ten 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 others.
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