PAR-010-004503　　　Seat No. _____

Bachelor of Hotel & Tourism Management
(Sem. V) Examination
October / November - 2018
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) _____ 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) A _____ 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) GOPAR stands for _____.

(l) The process of recording transactions on a folio is called _____.

(m) _____ is one of the most effective ways to acknowledge staff member who excel in their work.

(n) One of the most effective aspects of revenue management is the customization of a travel package according to a specific guests needs is called _____.

2 Write in brief on any 7 from the following in around 100 words each :   7×2=14
(a) Forecasting
(b) Breakeven point
(c) Discount allocation
(d) Duration Control
(e) Outstanding posting
(f) Vouchers
(g) Employee referral programs
(h) Floor limit

3 Find out the tariff rate by using Hubbart formula from the following :   14
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%, and additional expenses are estimated as follows :

	Rs.
Property tax expenses	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 :

                                                                  Rs.
Food and beverage department 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.

4   Briefly discuss on night auditing procedure.   14

5   Find out Forecasted rooms Revenue and Forecasted   14
    Expense with Forecasting profit from the following Data :

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

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.

(i)   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)

(ii) Eight three rooms were sold at varying rates.

(iii) 85 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.)

(iv) Ten rooms were occupied by ten guests; therefore; a total of 95 guests were in occupancy.

(v) Rs. 4,38,480 in room revenue were generated.

(vi) Rs. 4,63,916 in total revenue were generated, including rooms, food, beverage, and telecommunication and other.

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