



**JX-0010-0004503**

Seat No. \_\_\_\_\_

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

**October - 2019**

**5.3 : Advance Front Office - II\*\***

*(New Course)*

**Faculty Code : 0010**

**Subject Code : 0004503**

Time : 3 Hours]

[Total Marks : 70

- Instructions :** (1) All questions are compulsory.  
(2) Simple calculators are permitted.

**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 Raj Palace, a 240-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 13% annual interest. The owners desire a 19% annual return on their investment. 75% occupancy is estimated. The hotel's income tax rate is 32%, and additional expenses are estimated as follows :

Property tax expenses .....	Rs. 2,50,00,000
Insurance expenses .....	Rs. 1,50,00,000
Depreciation expenses .....	Rs. 4,00,00,000
Administrative and general expenses .....	Rs. 3,00,00,000
Data processing expenses .....	Rs. 1,20,00,000
Human resources expenses .....	Rs. 14,00,000
Transportation expenses .....	Rs. 40,00,000
Marketing expenses .....	Rs. 2,00,00,000
Property operation and maintenance expenses .....	Rs. 2,00,00,000
Energy and related expenses .....	Rs. 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 ..... Rs. (5,00,000)

Rentals and other departments ..... Rs. 10,00,000

The rooms department estimates direct operating expenses to be Rs. 1,800 per occupied room. Assume that the Raj Palace has a double occupancy rate of 40% and a room rate differential of Rs. 5,300. Find out Single and Double room rate for the Raj Palace Hotel.

**3 Find out Forecasted profit from the following data : 1×14=14**

Year	Rooms Sold	Average Daily Rate	Net Rooms Revenue	Occupancy%
2016	30660	Rs. 5,200	Rs. 15,94,32,000	70%
2017	31974	Rs. 5,400	Rs. 17,26,59,600	73%
2018	32412	Rs. 5,600	Rs. 18,15,07,200	74%
2019	32850	Rs. 5,800	Rs. 19,05,30,000	75%

Year	Payroll and Related Expense	Laundry, Linen and Guest Supplies	Commissions and Reservation Expense	Other Expenses
2016	16.5	2.6	2.3	4.2
2017	16.9	2.8	2.5	4.5
2018	17.2	3	2.6	4.5
2019	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 Special room rates. 1×8=8

**OR**

(a) Explain Disaster Management. 1×8=8

- (b) Find out Occupancy Percentage, Multiple **1×6=6**  
Occupancy ratio, Average guests per room sold, Average daily rate, RevPAR, RevPAC, Average rate per guest, Yield Statistic from the following information :
- (a) The Divine Hotel has 140 rooms and a rack rate of Rs. 6,174. (Assume that this rack rate is applicable to both single and double room occupancies)
  - (b) Ninety-five rooms were sold at varying rates.
  - (c) Ninety-two rooms were occupied by the guests. (Rooms sold dose not equal rooms occupied by guest because on this particular day, single guest occupied three rooms at a complimentary room rate, thereby generating no room revenue.)
  - (d) Twenty rooms were occupied by ten guests.
  - (e) Rs. 3,25,500 in room revenue were generated.
  - (f) Rs. 6,75,500 in total revenue were generated, including rooms, food, beverage, and telecommunication and other.
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