Q.1. Accurate forecasting is an important responsibility of a FOM. Elaborate.  
   OR  
   As a Front Office Manager of a large 5-star hotel, which information would you 
   look for while forecasting room occupancy? (10)

Q.2. Enlist and define the seven major management functions applicable in hotel front 
   office. (10)

Q.3. Compare the three major approaches of establishing room rates with their 
   applicability in today’s hotel business. (10)

Q.4. On a particular day, a 500 room hotel had 90% occupancy. For the next day, 400 
   room bookings were made and 350 rooms were due for check outs. Calculate its 
   room position assuming the following:

   (i) Cancellation @ 10%  
   (ii) Overstay @ 8% 
   (iii) No show @ 2% 
   (iv) Understay @ 6% (10)

Q.5. Write an essay on hospitality accounting systems.  
   OR  
   Illustrate the salient features of a modern day property management system. (10)

Q.6. What do you understand by the term e-commerce? Illustrate its uses in hotel, 
   travel and tourism industries. (10)
Q.7. Write an essay on market segmentation techniques in hospitality sector.  

Q.8. Hotel Landmark has 400 rooms. The double occupancy rate is Rs.10,000/- and the single occupancy rate is Rs.8,000/-. On a particular day when the hotel had 80% occupancy, the house count was 500. The discounts given for double occupancy was 20% and that for single occupancy was 12.5%. Calculate:
(a) ARR 
(b) RevPAR & RevPAG for that day

Q.9. Write short notes (any two):
(a) PMS interface 
(b) POS 
(c) Modern security gadgets in hotels 
(d) Pendulum swings towards value

Q.10. Explain the following terms in one or two sentences (any five):
(a) Hotel income statement 
(b) Operating ratios 
(c) Refining budget plans 
(d) 3-day forecast 
(e) Data security 
(f) Ratio standards 
(g) Rooms division income statement

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