Q.1. Explain Hubbart’s formula with steps.  

OR 

What occupancy ratios are commonly calculated by the Front Office? What is the significance of occupancy ratios? 

(10)

Q.2. List and explain the different modules of PMS. 

(10)

Q.3. Explain in about 3-4 sentences (any five): 

(a) Room revenue forecast  
(b) Package rate  
(c) Stay over  
(d) Amadeus  
(e) Budgetary control  
(f) Rate cutting  
(g) Shawman  
(h) Zero based budgeting  

(5x2=10)

Q.4. Using the room revenue statistics of hotel Taj, which is 200 room property, calculate: 

(a) Forecast room revenue for the year 2015 and  
(b) Explain the assumptions used, if any.  

<table>
<thead>
<tr>
<th>Year</th>
<th>Rooms sold</th>
<th>ADR</th>
<th>Net Room Revenue</th>
<th>Occupancy %</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>57,670</td>
<td>5000</td>
<td>28,83,50,000</td>
<td>79%</td>
</tr>
<tr>
<td>2012</td>
<td>59,130</td>
<td>6100</td>
<td>36,06,93,000</td>
<td>81%</td>
</tr>
<tr>
<td>2013</td>
<td>60,590</td>
<td>7200</td>
<td>43,62,48,000</td>
<td>83%</td>
</tr>
<tr>
<td>2014</td>
<td>62,050</td>
<td>8000</td>
<td>49,64,00,000</td>
<td>85%</td>
</tr>
</tbody>
</table>

(5+5=10)

Q.5. What are budgets? Explain the different types of budgets. 

(10)
Q.6. Give the formulae for the following:
(a) Understay %  
(b) ARG  
(c) Multiple occupancy %  
(d) House count  
(e) RevPAR

(5x2=10)

Q.7. Draw a sample of ‘3-day forecast form’.

OR

List and explain the different stages/steps in a budget cycle.

(10)

Q.8. Explain Fidelio Hotel Management System stating its advantages and disadvantages.

OR

Explain any five methods of establishing room rates.

(10)

Q.9. A Forecast the room revenue for hotel Surya for the month of December 2014:

Room available – 350  
Projected occupancy – 80%  
ADR – Rs.6,000/-

B What are the objectives of budgetary control?

(5+5=10)

Q.10. Fill in the blanks:
(a) Report listing rooms that have not been sold at rack rate is __________.
(b) World span and Sabre are examples for __________.
(c) __________ is the process of predicting events and trends in business.
(d) Guests who checks out before his/her stated departure date is __________.
(e) __________ is an approach to pricing that bases price on what comparable hotels in the geographical market are charging.
(f) __________ is a measurement of the success of hotel in selling rooms.
(g) A rate that includes a guest room in combination with other event or activities is __________.
(h) An occupancy ratio derived by dividing net room revenue by the number of guest is __________.
(i) Fidelio uses __________ for extra protection.
(j) Costs that remain constant in the short run even though sales volume varies is __________.

(10x1=10)

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