Q.1. (a) Explain the various sub-sections of front office module of a Property Management System.
(b) Briefly explain Fidelio/IDS Hotel Management System stating its advantages and dis-advantages. (5+5=10)

OR

Elucidate the various features of Amadeus. Analyse the advantages of GDS for generating room reservations in hotel operations. (10)

Q.2. What are the three main approaches to establishing room rates? Explain. (10)

Draw a ten-day sample forecast form.

OR

Q.3. Differentiate between:
(a) Overstay and stay over
(b) BAR and rack rate
(c) RevPAR and RevPAC
(d) Package rate and group rate
(e) Operating ratios and occupancy ratios (5x2=10)

Q.4. Explain the various stages of budget cycle with examples from Front Office department. (10)

List the advantages and dis-advantages of ‘Budgeting’. OR

Q.5. Define the following (any four):
(a) Yield percentage
(b) Cost per occupied room
(c) Rooms division income statement
(d) Percentage of no-show
(e) Budget variance analysis (4x2 ½ =10)

Q.6. Explain different types of budgets with examples. (10)

Q.7. (a) Explain the importance of budgetary control.
(b) Describe in brief the various steps of zero base budgeting. (5+5=10)

Q.8. (a) Illustrate the seven functions of management using a diagram.
(b) List the key points under functions of management pertaining to front office department of a hotel. (5+5=10)

Q.9 Using the following data, calculate the rooms availability for Hotel Sharma for 1st December. Mention the rooms’ availability forecast formula:

Total number of guest rooms : 500
Number of reservations generated : 275
Estimated percentage of no-show : 8%
Number of estimated oversay : 4
Number of estimated Understay : 3
Number of out of order rooms : 18
Total number of stays overs : 100
Total number of expected departures : 10 (10)
Q.10. Fill in the blanks:
(a) World span and Sabre are examples for _________.
(b) _________ is the process of predicting events and trends in business.
(c) A rate that includes a guest room in combination with other event or activities is _________.
(d) An occupancy ratio derived by dividing net room revenue by the number of guest is _________.
(e) Costs that remain constant in the short run even though sales volume varies is _________.
(f) _________ is also known as bottom up approach.
(g) _________ rates are offered by new hotels or hotels providing new services to the market.
(h) Hubbart formula helps us to determine the _________ per room.
(i) _________ do not cause any loss of revenue but in full occupancy causes problem in guest check in.
(j) Budget that is prepared for the acquisition of assets of the organization is known as _________ budget.

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