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BHMCT 5<sup>th</sup> Semester 4 Year (2020-21)

Examination, January-2026

Front Office Management

Paper : 20BHMCT504

Time allowed : 3 Hours]

[Maximum marks : 80

*Note: Attempt six questions in all, Question No. 1 is compulsory.*

1. Answer the following in brief : 10×2=20
- Define Night Auditing.
  - Mention two objectives of yield management.
  - What is a Management Contract?
  - List two advantages of franchising in hotel industry.
  - Name two reports prepared by Night Auditor.
  - Explain the term "Time Share".
  - What are the benefits of automation in Front Office?

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(h) Give two examples of Property Management Systems

(i) What do you mean by "ADR"?

(j) List any two limitations of yield management.

2. Explain the Night Audit process in detail and discuss the role of Night Auditor in ensuring accuracy of front office records. ✓
3. Describe the objectives and benefits of Yield Management in hotels. ✓
4. What are the tools and strategies used in Yield Management? Illustrate with examples. ✓
5. Discuss in detail the Ownership Structures of Hotels with their advantages and disadvantages. ✓
6. Differentiate between Management Contract, Chain, Franchise and Time Share forms of hotel ownership with examples. ✓

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7. Explain the role of computers in hotel operations.  
How has computerization improved front office efficiency?
8. What is a Property Management System (PMS)?  
Describe its main modules and advantages in hotel operations.

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