BHHM-10

June - Examination 2016

BHHM - Pt. II Examination

Front Office Operations and Hotel Accountancy

Paper - BHHM-10

Time : 3 Hours]   **[Max. Marks :- 100**

Note: The question paper is divided into three sections A, B and C. Write answers as per given instructions.

Section - A $10 \times 2 = 20$
(Very Short Answer Questions)

Note: Answer **all ten** questions. Maximum word limit 30 words for each question. All questions carry equal marks.

1)   (i)   What do you mean by front office?

     (ii)   What is checkout system?

     (iii)   What is room rates?

     (iv)   Explain resident guests.

     (v)   Explain sponsored guests.

     (vi)   What is room occupancy rate?

     (vii)   What is night spent system?

     (viii) Explain cash book of the hotel.

(ix) What is front office audit?

(x) What is budget hotels?

Section - B   4 × 10 = 40
(Short Answer Questions)

Note: Answer **any four** questions out of eight. Maximum word limit is 200 words for each question. All question carries equal marks.

2) Explain professional and technical services in hotel industry.

3) Explain internal control system adopted in hotel industry.

4) Write heads of revenue and expenditure in a hotel.

5) Explain fixation of room rate system.

6) Explain night auditing system in a hotel business.

7) Explain Bed occupancy rate.

8) Discuss the various steps involved in preparing of budget.

9) Explain statutory audit.

Section - C   2 × 20 = 40
(Long Answer Questions)

Note: Answer **any two** questions out of four. Maximum word limit is 500 words of each question. All questions carry equal marks.

10) Explain the services provided by a hotel.

11) Explain main books of accounting which a hotel may keep on tabular system.

12) State the various departments in which a hotel organisation can be divided.

13) Hotel Taj, a five star hotel, in Mumbai, has 600 rooms in all. Out of which 30 rooms are used for operation purposes and 10 rooms are occupied by departmental heads. On 2nd January 2016, 400 rooms were occupied by the guests. You are required to comput the room occupancy rate.

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