



QP CODE: 26019563



26019563

Reg No :

Name :

MHM DEGREE EXAMINATION, MARCH 2026

Fourth Semester

Master of Hotel Management

ELECTIVE - TR810402 - FRONT OFFICE MANAGEMENT-II

2019 Admission Onwards

07210446

Time: 3 Hours

Weightage: 30

Part A (Short Answer Questions)

*Answer any **eight** questions.*

Weight 1 each.

1. What is night audit?
2. Explain the formula of night audit.
3. What is the main role of sales manager?
4. What is overbooking?
5. What do you understand by marketing mix?
6. What is the formula to calculate understay percentage?
7. What is room tariff fixation?
8. Explain formula for potential average double rate.
9. What is bermuda plan?
10. What do you mean by market based pricing?

(8×1=8 weightage)

Part B (Short Essay/Problems)

*Answer any **six** questions.*

Weight 2 each.

11. What are the objectives of night audit?
12. What is the role of front office in maximising occupancy?
13. What steps are followed to cope up with overbooking?
14. What is Revpar?





15. Explain various types of food plan applicable in the industry.
16. Explain briefly room availability forecasting and its importance in front office operations.
17. Explain the importance of differential pricing.
18. Explain the benefits of yield management.

(6×2=12 weightage)

Part C (Essay Type Questions)

*Answer any **two** questions.*

Weight 5 each.

19. Explain the importance of suggestive selling.
20. What is upselling? Explain the procedure of upselling.
21. Write the procedures of measuring yield in room division.
22. What are the different formula for calculating occupancy percentage?

(2×5=10 weightage)

