

Sai Shiva Educational trust's
ARUN MUCHHALA INTERNATIONAL COLLEGE OF HOTEL MANAGEMENT
Subject: SEM-6 Advanced Front Office

1. The formula for RevPar is _____
 - a. Actual Room Revenue x No of available room
 - b. Actual Room Revenue - No of available rooms
 - c. Actual Room Revenue + No of available rooms
 - d. Actual Room Revenue/ No of available rooms

2. is based on Supply and Demand.
 - a. Profit Management
 - b. Revenue Management
 - c. Production Management
 - d. Loss Management

3. This involves restricting the time period and product mix(rooms) available at reduced or discount rates
 - a. Discounting
 - b. Distributing
 - c. Forecasting
 - d. Duration Control

4. It involves various methods of controlling and limiting room supply
 - a. Discount Allocation
 - b. Duration Control
 - c. Measuring Yield
 - d. Capacity management

5. Calculate the Potential average rate if Multiple occupancy percentage is 50 % , the rate spread is Rs 2000 and the Potential average single rate is Rs 4500
 - a. 5600
 - b. 5050
 - c. 5500
 - d. 6500

6. Which of the following is not the benefit of Revenue Management as identified by the Front office managers?
 - a. Determination of discounting activity
 - b. Improved development of business plans
 - c. Establishment of a value-based rate structure
 - d. A decrease in business and profits

7. If the hotel has 130 rooms with double occupancy and the total rooms occupied are 250, calculate the multiple occupancy percentage.
- 50
 - 55
 - 52
 - 57
8. _____(also called selective overbooking) balances the risk of overselling guestrooms against the potential loss of revenue arising from room spoilage
- Duration control
 - Discount allocation
 - Capacity management
 - Selective Management
9. The _____ is an official document issued by a competent public authority to nationals or alien residents of the issuing country. It provides a means of identification, access to other countries and a legal evidence of entry into other countries
- Visa
 - travel document
 - Landing Permit
 - Passport
10. Usually, a multi-entry visa, valid for a period of 180 days, is granted for the purpose of tourism.
- Tourist Visas
 - Transit Visas
 - Collective Visas
 - Business Visa
11. Children of foreigners of Indian origin below the age of ____ may be granted a landing permit by the immigration authorities'
- 10
 - 12
 - 15
 - 11
12. Approval from the ministry of human resource development (Department of Education) is required
- Recreation visa
 - Missionary visa
 - Conference visa
 - Research visa

13. A multiple entry visa is valid for _____ provided he wishes to come for some business
- 6 years
 - 10 years
 - 5 years
 - 2 years
14. It is a single entry visa, valid for duration approved by government of India
- Business Visa
 - Student Visa
 - Missionary Visa
 - Recreation Visa
15. For an expired passport application may be made by an applicant up to 3 yrs after or before the expiry of a passport and this is called _____
- Pre- issue
 - Un - issue
 - Non -issue
 - Re-Issue
16. Technically it is a card which entitles the holder to visa free entry into India for 15 yrs
- P.O.I card
 - P.E.O card
 - P.I.O card
 - P.O.E card
17. _____ inventory is no longer available for sale
- Closed to arrival
 - Cannibalization
 - Distressed inventory
 - Closed out
18. _____ also known as a PMS
- Price management system
 - Product management system
 - Property management system
 - Prime management system
19. constantly monitoring and assessing the external environment to spot changes and emerging trends.
- Environmental scanning
 - Flash report
 - Induce trial
 - Rate integrity

20. A calendar used for planning and assigning tasks to be completed over the course of a year.
- Financial calendar
 - Action plan
 - Hotel calendar
 - Forecasting plan
21. A stay restriction that permits a guest to stay only a certain number of nights.
- Must-stay restriction
 - Minimum length of stay restriction
 - Market share
 - Maximum length of stay restriction
22. A season facing the lowest demand; also known as a weak season.
- Valley season
 - Peak season
 - High season
 - Shoulder season
23. _____ an economic law that states that as price rises, the quantity supplied increases and as the price falls, the quantity supplied decreases
- Law of demand
 - Managing demand
 - Loyalty program
 - Law of supply
24.an assessment of an organization's strengths, weaknesses, opportunities, and threats.
- TOWS analysis
 - SWOT analysis
 - WOTS analysis
 - STOW analysis
25. _____ are the principles by which the organization operates
- Pace
 - Value
 - Fair price
 - Pick-up

26. This is a collective statistic that effectively combines the potential average rates, multiple occupancy percentage, and rate spread.
- Rev Par
 - Revpac
 - Potential Average rate
 - Achievement factor
27. _____room revenue is the amount of money that would be received if all rooms were sold at their rack rates
- Actual
 - Occupancy
 - Average
 - Potential
28. The theory is that the sale of a _____ item (the guestroom) at Reduced room rate is often better than no sale at all.
- Long lasting
 - Perishable
 - Durable
 - Spoiled
29. _____that percentage share of an overall market captured by an individual organization
- Market Percentage
 - Market share
 - Market skimming
 - Market segmentation
30. What is the achievement factor, if the Actual average rate is Rs 6850 and the Potential average rate is Rs 8750?
- 78
 - 73
 - 79
 - 74
31. Revenue management is designed to measure_____ achievement.
- Revenue
 - Goal
 - Occupancy
 - Success

32. It might be economically advantageous to overbook more rooms in _____ categories
- Normal - priced
 - lower-priced
 - higher -priced
 - medium-priced
33. Calculate the Potential average rate if Multiple occupancy percentage is 40% , the rate spread is Rs 1500 and the Potential average single rate is Rs 6500
- 7500
 - 7400
 - 7100
 - 7000
34. It is an offence under the passport Act. to give false application
- 1975
 - 1967
 - 1976
 - 1957
35. This facility can be utilized in case where there is significant difference in the appearance of the applicant of the passport
- Change of appearance
 - Change of Name
 - Change in date of birth
 - Change in place of birth
36. Which type of passport is issued to consular or other government officials on missions?
- Normal Passport
 - Aliens Passport
 - Diplomatic passport
 - Immigration passport
37. If destroyed, lost or stolen..... the effect & circumstances should immediately be reported to nearest passport office & if abroad to Indian Embassy and local police
- P.I.O card
 - Visa
 - Passport
 - Landing permit

38. Foreigners of Indian origin can obtain a 5 year multiple entry visas for business, to meet their relatives etc
- Business Visa
 - Student Visa
 - Conference Visa
 - Employment Visa
39. Document which authorise an Indian citizen to enter India is issued to individual who have lost their passport or their passport has been stolen or damaged
- Extension of short validity passport
 - Landing Permit Facility
 - P.I.O. CARD
 - Emergency travel Documents
40. Delegates coming to attend international conferences in India can be granted
- Business Visa
 - Student Visa
 - Conference Visa
 - Employment Visa
41. Technically it is a card which entitles the holder to visa free entry into India for 15 yrs
- P.O.I card
 - P.E.O card
 - P.I.O card
 - P.O.E card
42. The process of continually digging deeper into the data captured by a marketing intelligence system
- Data mining
 - Data checking
 - Data processing
 - Data searching
43. It has to be advertised in a daily newspaper which is circulated both in area of permanent & present residence
- Change of appearance
 - Change of Name
 - Change in date of birth
 - Change in place of birth

44. _____ a situation that occurs when the quantity demanded exceeds the quantity supplied.
- Law of demand
 - Elasticity
 - Shortage
 - Regret
45. _____ is the revenue generated by the number of rooms sold
- Potential room revenue
 - Transient room revenue
 - Group room revenue
 - Actual room revenue
46. A term meaning that if a product or service is not sold in a given time (a day, a night, a week) that product cannot later be sold
- Pick-up
 - Lost business
 - Perishable
 - Pace
47. _____ the best available rates will be available for all room types
- Rate integrity
 - Run of house
 - Net rate
 - Regret
48. The percentage of the rack rate that the hotel actually receives is contained in the hotel's _____
- Achievement factor
 - Contribution margin
 - Fair market share
 - Marginal costs

49. _____ a predetermined percentage of usage based upon historical and experience
- a. Values
 - b. Loyalty program
 - c. Wash factor
 - d. Whole sale rate
50. That component of an organization's operation in which it excels or maintains an advantage over its competitors
- a. Competitive intelligence
 - b. Competitive set
 - c. Competitive advantage
 - d. Competitive growth