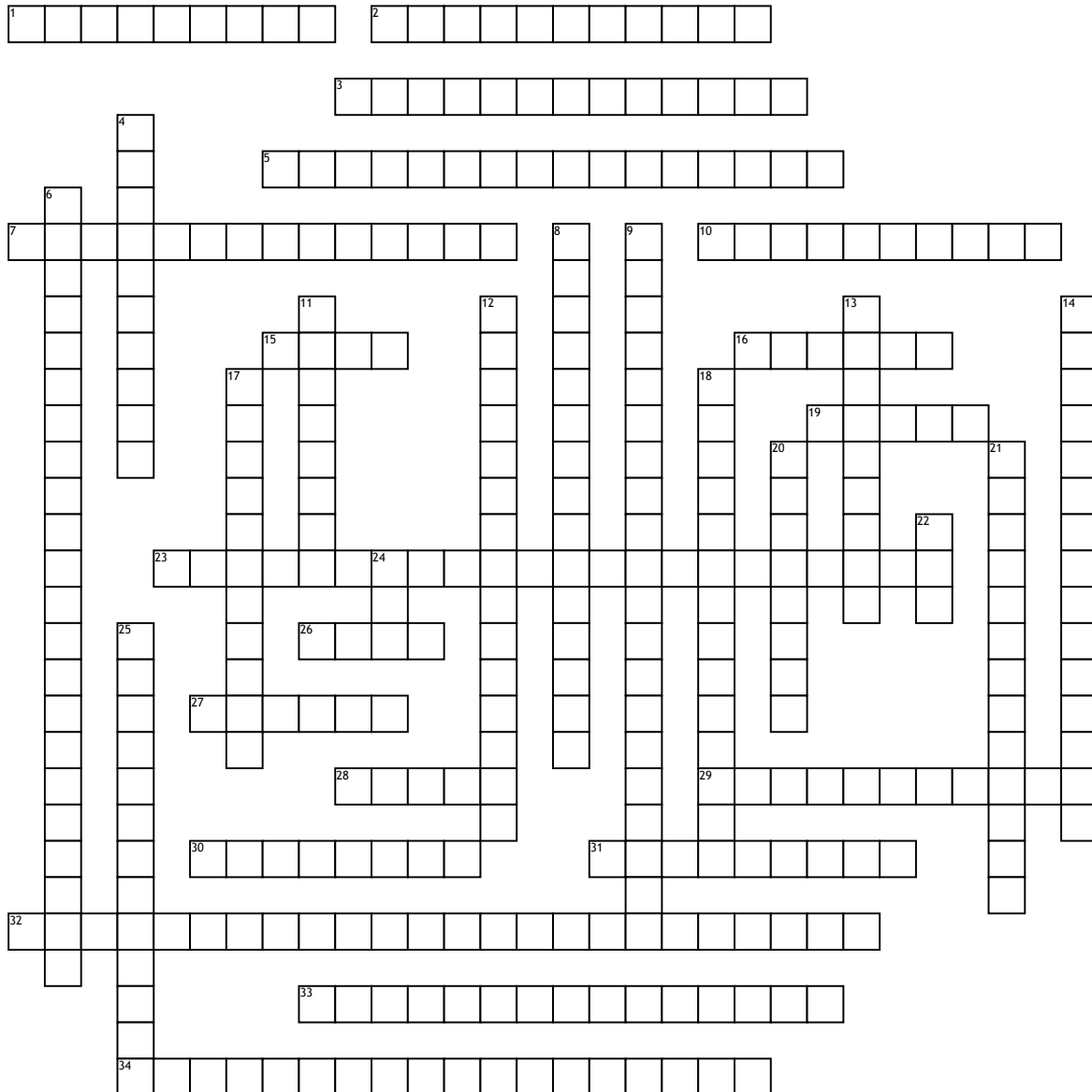


Front office quiz



Across

- 1. Unique identifying code given to each hotel by each GDS
- 2. What is the software used by the CRS system
- 3. This report Only reflect booking made and cancelled on GDS
- 5. What are the 2 strategic levers of revenue management
- 7. Each company whose rates are loaded on GDS is given a 3 letter identifying code by GDS
- 10. Ideally one rate should be available on all sites for a particular room and hotel, what is this phenomenon called
- 15. A phenomenon where a reserved guest is taken to another hotel because you did not have rooms to give is called
- 16. individuals who having reserved a room at a hotel or a table at a restaurant never arrive
- 19. What type of cost is the cost of furniture
- 23. What is the index that gives an analysis of the occupancies of your and competition hotels occupancies
- 26. What is the name of the segment for MOG
- 27. What is the focus of revenue management practices
- 28. What is the CRS system we use
- 29. The practice of reserving the same room at the same time for two different customers in order to compensate for no shows is called

- 30. In revenue management historical data is used to build what

- 31. Unique identifying code given to each hotel by each GDS
- 32. Part of the Agency 360 report is also a report that gives a detailed breakdown of revenue metrics including arrival patterns, length of stay, and price positioning
- 33. Penalties for now shows to manage arrival uncertainty is an example of
- 34. What is a pricing strategy that sets higher prices for periods of high demand and

Down

- 4. Using what practice you all guests segent themselves into market groups, based on their willingness to pay, their behaviour and their needs.
- 6. What is the Index called which is responsible to give occupancy analysis for the competition
- 8. Compares last months performance of the hotel on e-channels with competition
- 9. All controls internal and external, that regulate duration of use are called
- 11. What type of cost is the cost of commissions in the front office department
- 12. Who is looking after ITT
- 13. Which is the Unique 2 letter identifying code given to each supplier (hotels, airlines) by GDS systems. (OB is the code for Oberoi hotels. TH for Trident)

- 14. Who is the VP DRM

- 17. What is the index number that talks about a comparison between the completion hotel and your hotels REVpa
- 18. Unique identifying code given by a GDS to every travel agency
- 20. What type of cost is the cost of guest supplies
- 21. A theoretical measure of the demand for a particular service or product that is the sum of all consumers who have purchased or would purchase that product at a particular time, it eliminates the constraint of availability
- 22. What is the interface between ors and trust
- 24. Unique identifying code given by a GDS to every travel agency
- 25. If the demand directly changes with changes in price its called