

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)
B.Sc. (H. & H.A.) Sem-V : SUMMER : 2025
SUBJECT: ACCOMMODATION OPERATIONS

Day : Monday
Date : 02/06/2025

S-19886-2025

Time : 10:00 AM-12:30 PM
Max. Marks : 60

N.B.:

- 1) All questions are COMPULSORY
- 2) Figures to the right indicate full marks.
- 3) Both the sections should be written in the same answer sheet

SECTION - I

Q.1) Answer the following: (Any 6) (6 Marks)

- | | |
|---------------------|---------------------|
| 1) Dado | 6) CRM |
| 2) Axminster carpet | 7) Hospitality |
| 3) Bay window | 8) CFL |
| 4) Cove Lighting | 9) Lux |
| 5) Louvers | 10) Moment of truth |

Q.2) Answer the following: (Any 3) (12 Marks)

- a) Elaborate on Non-Architectural Lighting.
- b) Discuss various sub-processes involved in renovation.
- c) Discuss Prang's colour wheel with the help of diagram.
- d) Elaborate on elements of design.

Q.3) Answer the following: (Any 3) (12 Marks)

- a) Explain properties of colour.
- b) Write advantages and disadvantages of day light and architectural lighting.
- c) Explain the components of Total quality management in Inn keeping.
- d) Explain the role of front office in marketing.

SECTION - II

Q.4) Answer the following: (Any 6) (6 Marks)

- | | |
|--------------------------|---------------------|
| 1) USP | 6) Oriental Carpets |
| 2) VoIP | 7) Terrazzo |
| 3) Cork Tiles | 8) CVGR |
| 4) Needle Punched carpet | 9) OTA |
| 5) Thermoplastic Floors | 10) Mosaic |

PTO

Q.5) Answer the following: (Any 3)

(12 Marks)

- a) Explain different Soft furnishings used in hotels.
- b) What are the various types of stiff window treatments?
- c) Write a short note on the following:
 - i) Upselling
 - ii) Suggestive selling
- d) Elaborate on various types of smart locks.

Q.6) Answer the following: (Any 3)

(12 Marks)

- a) What are the considerations to be borne in mind when selecting furniture?
- b) Elaborate on Total quality management in hotels.
- c) Elaborate on role of Front office staff to maximize occupancy.
- d) Discuss various types of windows.

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