

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)

B.Sc. (H. & H.A.) Sem-VI : SUMMER : 2025

SUBJECT: ACCOMMODATION MANAGEMENT

Day : Monday

Date : 19/05/2025

S-19902-2025

Time : 02:00 PM-04:30 PM

Max. Marks : 60

N.B.:

- 1) All questions are compulsory.
- 2) Answers to Both the sections to be written in **SAME** answer book.
- 3) Figures to right indicate **FULL** marks.

SECTION - I

Q.1) Answer ANY SIX of the following: (06)

- a) Rate Spread
- b) MIS
- c) Wash out Factor
- d) Semi Variable expense
- e) ADR
- f) Fixed Budget
- g) Job Description
- h) Rev PAR

Q.2) Attempt ANY THREE of the following (12)

- a) Give the formula for the following:
 - i) Potential Average Single Rate
 - ii) Potential Average Double Rate
 - iii) GOPPAR
 - iv) Yield Statistic
- b) Write a short note on Capacity management in yield management.
- c) Explain the importance of the operating ratios in the room division.
- d) Write a short note on any two founders of the hotel industry.

Q.3) Attempt ANY THREE of the following (12)

- a) Explain the importance of interpersonal skills for Front office staff.
- b) Elaborate on the daily operations report in the front office
- c) Explain the various types of budgets in the Rooms Division Department.
- d) Explain the concept of Yield management in detail.

P.T.O.

SECTION –II

Q.4) Answer ANY SIX of the following:

(06)

- a) Contingency plan
- b) Time and motion study
- c) Buddy system
- d) Countdown
- e) Housecount
- f) Pre-opening Budget
- g) Soft opening
- h) Graveyard shift

Q.5) Attempt ANY THREE of the following

(12)

- a) Write a short note on
 - i) Fidelio
 - ii) Amadeus
- b) List down the benefits loyalty programme.
- c) Explain the following in detail:
 - i) Global distribution system
 - ii) Centralized reservation system
- d) Explain the various types of interviews.

Q.6) Attempt ANY THREE of the following

(12)

- a) Write the step-by-step process of setting up a new property.
- b) List and explain various types of training in the rooms division department
- c) Explain the importance of Performance appraisal.
- d) Elaborate on the role of housekeeping department in hospitals
