

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

**B.Sc. (H. & H.A.) Sem-V : WINTER: 2025**

**SUBJECT: ACCOMMODATION OPERATIONS**

Day : Thursday  
Date : 20/11/2025

**W-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) Lumen             | 6) Primary colours              |
| 2) Major renovations | 7) Structural design            |
| 3) Lux               | 8) Analogous colour scheme      |
| 4) CVGR              | 9) Interior design              |
| 5) Hue               | 10) Symmetrical/ Formal Balance |

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

(12 Marks)

- a) Explain how linen par is established in hotels
- b) Elaborate on process involved in renovating a hotel property.
- c) List and explain various types of windows.
- d) Elaborate on soft floor coverings.

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

(12 Marks)

- a) What are different types of lighting?
- b) What points to be kept in mind while selecting furniture.
- c) Explain various types of color schemes.
- d) Write a short note on the following:
  - i) Redecoration
  - ii) Refurbishing

## SECTION - II

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

(6 Marks )

- |              |                      |
|--------------|----------------------|
| 1) VoIP      | 6) OTA               |
| 2) CRM       | 7) POS               |
| 3) Mosaic    | 8) Swag and Cascades |
| 4) Anaglypta | 9) Axminster carpet  |
| 5) RFID      | 10) HOBIC            |

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

(12 Marks)

- a) Elaborate on Non-Architectural Lighting.
- b) What are the types of wallpapers?
- c) What is upselling? Elaborate on the benefits of upselling?
- d) Elaborate on various types of smart locks.

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

(12 Marks)

- a) Explain elements of design.
- b) Write a short note on the following:
  - i) overview of hotel fire safety
  - ii) components of a hotel fire safety system
- c) Elaborate on role of Front office as sales department.
- d) Elaborate on four key components of Total quality management

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