

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)
B.Sc. (H. & H.A.) Sem-VI : WINTER: 2025
SUBJECT: ACCOMMODATION MANAGEMENT

Day : Tuesday
Date : 02/12/2025

W-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 indicates **FULL** marks.

SECTION - I

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

- a) Rate Spread
- b) ARG
- c) Yield Management
- d) Wash out Factor
- e) Master Budget
- f) Multiskilling
- g) Hurdle Rate
- h) GOPPAR

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

- a) Elaborate on the concept of revenue management in brief.
- b) Give the formula for the following:
 - i) Yield
 - ii) ARR
 - iii) Potential Average Single Rate
 - iv) RevPAR
- c) Explain the importance of social skills for front office staff
- d) Write a short note on any two founders of the hotel industry.

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

- a) What are the social skills required for front office staff?
- b) List down the benefits of revenue management in the rooms division department.
- c) Explain the daily occupancy ratios used to evaluate the performance of Rooms Division.
- d) Explain the types of budgets based on the expenditure of Rooms Division.

SECTION - II

Q.4) Answer **ANY SIX** of the following: (06)

- a) Orientation
- b) MIS
- c) Fixed Budget

- f) Room section
- g) Job Description
- h) Housecount

Q.5) Attempt **ANY THREE** of the following (12)

- a) Elaborate on the concept of loyalty programme.
- b) Elaborate on the role of housekeeping in hospitals.
- c) Write a short note on
 - 1. Global Distribution System
 - 2. Internet Distribution Systems
- d) Discuss the recruitment process in detail

Q.6) Attempt **ANY THREE** of the following (12)

- a) Explain the Rooms Management modules of Property management system
- b) What points should be covered in an employee orientation.
- c) List down the benefits of the Time & Motion Study.
- d) Elaborate on the importance of training in rooms Division department
