

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

**B.Sc. (H. & H.A.) Sem-VI :SUMMER- 2022  
SUBJECT : ACCOMMODATION MANAGEMENT**

Day : Monday  
Date : 20-06-2022

**S-19902-2022**

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) Explain Multiple occupancy% .
- b) Explain Rev Par.
- c) Explain Rate spread.
- d) Explain Potential average rate.
- e) Explain Multiskilling.
- f) Explain Moment of truth.
- g) Explain OTA.
- h) Explain CRS.

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

- a) Explain the importance of behavioral skills for Front office staff.
- b) Elaborate on founders of hotel industry.
- c) What is Budget? Explain the importance of budget.
- d) Elaborate on elements of yield management.

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

- a) Explain the importance of Rooms division statement.
- b) List down the fixed and variable expenses in housekeeping department.
- c) Give the formula of the following:
  - i) Bed occupancy%
  - ii) ARR
  - iii) ADR
  - i) Rev Par
- d) What are the social skills required for front office staff ?

**PTO**

**SECTION –II**

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

- a) Explain Room Status Report.
- b) Explain job breakdown.
- c) Explain room section.
- d) Define budget.
- e) Explain Wash Factor.
- f) Explain PMS.
- g) Explain cross-training.
- h) Explain HACCP.

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

- a) Write a short note on IDS.
- b) Explain the importance of orientation.
- c) Elaborate on the role of facilities manager.
- d) Elaborate on concept of loyalty programme.

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

- a) Explain the recruitment process for Rooms division department.
- b) List the tasks to be completed by executive housekeeper in pre-opening stage of a hotel.
- c) Elaborate on the role of housekeeping in hospitals.
- d) List down various techniques used in Time & Motion Study.

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