

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

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

Day : Monday

Time : 02:00 PM-04:30 PM

Date : 12/12/2022

**W-19902-2022**

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 Operating Budget.
- b) Explain Multiskilling.
- c) Explain ARR.
- d) Explain Wash Factor.
- e) Explain Quality assurance.
- f) Explain Moment of truth.
- g) Explain ARG.
- h) Explain Rate Spread.

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

- a) Explain the importance of behavioral skills for Front office staff.
- b) Explain daily operations ratios.
- c) Explain Rooms division budget report.
- d) Elaborate on elements of yield management.

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

- a) Give the formula of the following:
  - i) ADR
  - ii) Rev Pac
  - iii) Bed occupancy%
  - iv) Room occupancy %
- b) Elaborate on benefits of yield management.
- c) Explain types of budget in Rooms Division Department.
- d) Write a short note on founders of hotel industry.

**PTO**

**SECTION - II**

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

- a) Explain Graveyard shift.
- b) Explain Countdown.
- c) Explain Buddy system.
- d) Explain GDS.
- e) Explain Contingency plan.
- f) Explain Induction.
- g) Explain HACCP.
- h) Explain room section.

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

- a) Elaborate on types of training.
- b) List down various techniques used in Time & Motion Study.
- c) Explain the importance of orientation.
- d) Elaborate on the role of facilities manager.

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

- a) Explain the concept of management information system.
- b) Explain the benefits loyalty programme.
- c) Explain the following modules of Property management system:
  - i) Guest history
  - ii) Registration
- d) Write step by step process of starting up new property.

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