

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

B.Sc. (H. & H.A.) Sem-VI :SUMMER : 2023

SUBJECT : ACCOMMODATION MANAGEMENT

Day : Wednesday

Time : 02:00 PM-04:30 PM

Date : 17-05-2023

S-19902-2023

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 OTA.
- b) Explain Operating Budget.
- c) Explain Job Description.
- d) Explain ARG.
- e) Explain Rate Spread.
- f) Explain ARR.
- g) Explain Wash Factor.
- h) Explain Variable expense.

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

- a) What are the social skills required for front office staff ?
- b) Elaborate on concept of yield management.
- c) Explain daily operations ratios.
- d) Explain types of budgets in Rooms Division.

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

- a) Elaborate on elements of yield management.
- b) Give the importance of social skills for front office staff.
- c) Give the formula of the following:
 - i) Bed occupancy%
 - ii) ARR
 - iii) ADR
 - iv) RevPAR .
- d) Elaborate on founders of hotel industry.

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SECTION - II

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

(06)

- a) Explain Time and motion study.
- b) Explain Multi –skilling.
- c) Explain Cross Training.
- d) Explain Graveyard shift.
- e) Explain Countdown.
- f) Explain Buddy system.
- g) Explain GDS.
- h) Explain Contingency plan.

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

(12)

- a) Discuss the various sources of recruitment of employees.
- b) What are the benefits of training ?
- c) What points should be covered in an employee orientation.
- d) Explain the Reservation modules of Property management system.

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

(12)

- a) Discuss recruitment process in detail.
- b) Elaborate on the role of housekeeping in hospitals.
- c) Explain the concept of Property management system.
- d) Elaborate on concept of loyalty programme.
