

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

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

- a) Write a short note on
 - i. Cross culture
 - ii. Body Language
- b) Explain Rooms Division Income Statement in brief.
- c) Explain Rooms division budget report.
- d) What are the High-Demand Tactics used in rooms division department to increase revenue?

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

- a) Give the formula of the following:
 - i) ADR
 - ii) Rev PAR
 - iii) Bed occupancy%
 - iv) Room occupancy %
- b) Write a short note on
 - i. Group Booking Lead Time
 - ii. Group Booking Pace
- c) Explain types of budgets in Rooms Division Department.
- d) Write a short note on founders of hotel industry.

SECTION – II

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

- a) Explain GDS
- b) Explain Countdown
- c) Explain Contingency plan
- d) Explain Graveyard shift
- e) Explain Buddy system
- 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) Differentiate between Job Description and Job Specification.
- c) Explain the importance of orientation.
- d) Elaborate on the role of facilities manager.

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

- a) Write a short note on following different property Management systems
 - i. AMADEUS
 - ii. IDS Fortune
- b) Explain the benefits loyalty programme.
- c) Explain the following application of Property management system in front office
 - i) Reservation Management software
 - ii) Rooms' Management Software
- d) Write step by step process of starting up new property.
