

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (CBCS-2018 COURSE)

B.H.M.C.T. Sem-VII : WINTER : 2024

SUBJECT: ACCOMMODATION MANAGEMENT

Day : Thursday
Date : 21/11/2024

W-19984-2024

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 indicate **FULL** marks.

SECTION - I

Q.1) Explain the Following **ANY SIX** Terms (06)

- a) Yield Management
- b) Rev PAR
- c) Rate spread
- d) Master Budget
- e) Multiskilling
- f) GDS
- g) OTA
- h) Cross training

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

- a) Explain the importance of social skills for front office staff.
- b) Elaborate on any two founders of the hotel industry.
- c) Define Budget? List down the advantages and limitations of budgeting.
- d) Elaborate on the concept of yield management in brief.

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

- a) Explain the importance of the Hotel Income statement
- b) List down the fixed and variable expenses in the housekeeping department.
- c) Give the formula for the following:
 - i) Potential Average Double Rate
 - ii) Rooms rate achievement factor
- d) Write a short note on the importance of body language for front office staff.

P.T.O.

SECTION – II

Q.4) Explain the Following ANY SIX Terms (06)

- a) Graveyard shift
- b) Buddy system
- c) Room section
- d) Job Description
- e) Fixed Budget
- f) PMS
- g) Refresher Training
- h) Contingency plan

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

- a) Write a short note on the internet distribution system.
- b) Explain the importance of Induction in the hotel industry.
- c) Elaborate on the role of housekeeping in Hospitals.
- d) Elaborate on the concept of loyalty programme.

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

- a) List down the benefits of training in the Rooms Division Department.
- b) List the tasks to be completed by the executive housekeeper in the pre-opening stage of a hotel.
- c) Elaborate on the importance of the housekeeping department in hostels.
- d) Write a short note on
 - i) Job Analysis
 - ii) Job Assignment
