

**B.Sc. (Hospitality & Hotel Administration)(CBCS 2016 Course Sem-IV
: SUMMER - 2019**

SUBJECT: ACCOMMODATION OPERATIONS-II

Day : Tuesday
Date : 09/04/2019

S-2019-2435

Time 10.00 AM To 12.30 PM
Max. Marks : 60

N.B. :

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.

SECTION – I

- Q. 1** Answer **ANY SIX** of the following. **(06)**
- | | |
|--------------------|-----------------|
| 1) Atrium | 5) Bolsters |
| 2) Soffit Lighting | 6) Attic Window |
| 3) Shams | 7) Terrazo |
| 4) Tufted Carpet | 8) Swag |
- Q. 2** Answer **ANY THREE** of the following. **(12)**
- a) Explain various elements of design.
 - b) What are various types of renovation?
 - c) Give the classifications of colour schemes with examples.
 - d) Explain methods of lighting.
- Q. 3** Answer **ANY THREE** of the following. **(12)**
- a) Explain stiff window treatments.
 - b) Give the selection criteria of accessories used in interior decoration.
 - c) Explain the following wall coverings:
i) Paints ii) Wall Paper
 - d) Explain soft floor coverings.

SECTION – II

- Q. 4** Answer **ANY SIX** of the following. **(06)**
- | | |
|------------------|-----------------------|
| 1) Hospitality | 5) MICE |
| 2) Up-selling | 6) Suggestive selling |
| 3) USP | 7) CVGR |
| 4) Point of sale | 8) Moment of truth |
- Q. 5** Answer **ANY THREE** of the following. **(12)**
- a) Explain the importance of hospitality.
 - b) How does front office department coordinate with the following:
i) Security ii) Sales & marketing
 - c) What are the major objectives of a “Point of Sale” front office programme?
 - d) Explain the role of sales and marketing department in hotel.
- Q. 6** Answer **ANY THREE** of the following. **(12)**
- a) Give the importance of inter departmental communication.
 - b) Write a short note on emergency communication procedures.
 - c) What are moments of truth? How can front office manager identify them?
 - d) What are the benefits to a hotel in accepting group bookings?

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