

B.H.M.C.T. Sem-V (CBCS 2016 Course) : SUMMER - 2019
SUBJECT: ACCOMMODATION OPERATIONS-II (THEORY)

Day: Saturday
Date: 20/04/2019

S-2019-2422

Time: 02.00 PM To 04.30 PM
Max. Marks: 60

N.B:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to both the sections should be written in **SEPARATE** answer book.

SECTION-I

- Q.1** Answer **ANY SIX** of the following term: **(06)**
- a) Snag list
 - b) Indirect lighting
 - c) LED
 - d) Ergonomics
 - e) Remodeling
 - f) Restoration
 - g) Hue
 - h) Cornice lighting
- Q.2** Answer **ANY THREE** of the following: **(12)**
- a) Explain principles of design.
 - b) Give the process of refurbishing in detail.
 - c) Discuss Prang's colour system with help of colour wheel.
 - d) Give the classification of lighting on basis of source.
- Q.3** Answer **ANY THREE** of the following: **(12)**
- a) Draw and explain:
 - i) Bay window
 - ii) Sash window
 - iii) Bow window
 - iv) Palladian window
 - b) What factors to be considered while selecting furniture for guest room?
 - c) Explain fabric wall coverings.
 - d) Discuss hard floor coverings.

SECTION-II

- Q.4** Answer **ANY SIX** of the following: **(06)**
- a) Cantilevered furniture
 - b) CVGR
 - c) Wash factor
 - d) MICE
 - e) Upselling
 - f) Glass wall covering
 - g) Group rate
 - h) USP
- Q.5** Answer **ANY THREE** of the following: **(12)**
- a) Give the classification of accessories.
 - b) Discuss semi-hard floor coverings.
 - c) How would you develop a service strategy statement
 - d) Explain sales tools and sales techniques used at front desk.
- Q.6** Answer **ANY THREE** of the following: **(12)**
- a) Explain various types of carpets.
 - b) Why is budgeting important for the success of "point of sale" front office?
 - c) Explain the role of front office in the financial success of the hotel.
 - d) What are the various alternatives offered to guest at front office to have guest satisfaction and retention.

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