

**B. Sc. (Hospitality & Hotel Administration) Sem – VI 2010 Course) :
SUMMER - 2019**

SUBJECT: ACCOMMODATION MANAGEMENT

Day: Wednesday
Date: 10/04/2019

S-2019-2508

Time: 10.00 AM To 01.00 PM
Max. Marks: 80

N.B:

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
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Q.1 Answer **ANY EIGHT** of the following: **(16)**

- a) Explain the following in brief:
 - i) Motivation
 - ii) Orientation
- b) Explain the following terms:
 - i) Under stay
 - iii) ARR
 - ii) Overstay
 - iv) ADR
- c) What is the goal of yield management?
- d) What is wash factor?
- e) Explain the following:
 - i) Shoji screen
 - ii) Skylight
- f) What are floor seals?
- g) Explain the cleaning procedure for the following floor finishes.
 - i) Marble
 - ii) Rubber
- h) Define interior design and interior decoration.
- i) What are fabric wall coverings?
- j) Explain the following terms:
 - i) Hue
 - iii) Bay window
 - ii) Terrazo
 - iv) Anaglypta

Q.2 Answer **ANY TWO** of the following: **(16)**

- a) Explain elements of design.
- b) Explain various types and designs of window.
- c) Give the classification of floor finishes.

Q.3 Answer **ANY FOUR** of the following: **(16)**

- a) Give the classification of lighting.
- b) Explain the following wall coverings:
 - i) Glass wall covering
 - ii) Wall paper
- c) What are various types of curtains?
- d) Differentiate between Architectural and Non Architectural lighting.
- e) What factors to be considered when planning a colour scheme for a room?
- f) What are various types of renovation?

Q.4 Answer **ANY TWO** of the following: **(16)**

- a) Explain the elements of revenue management.
- b) What occupancy ratios are commonly calculated by front office? What is the significance of occupancy ratios?
- c) Explain budget planning process at front office.

Q.5 Answer **ANY FOUR** of the following: **(16)**

- a) What are the methods of performance appraisal?
- b) How are rooms divisions staff motivated in hotel.
- c) What are the different types of budget?
- d) Explain hotel statement of income.
- e) Why is training important at front desk.
- f) Explain the following:
 - i) ARG
 - ii) Rev par

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