

B.H.M.C.T. Sem-V (2010 Course) : SUMMER - 2019
SUBJECT : ACCOMMODATION OPERATIONS – II

Day : Thursday
Date : 25/04/2019

S-2019-2474

Time : 10.00 AM To 12.00 Noon
Max. Marks : 40

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 **(08)**

- a) Wash factor
- b) Laundromats
- c) Hogarth curve
- d) Ikebana
- e) Outsourcing
- f) Z card
- g) CVGR
- h) Contract Specification
- i) House count
- j) Kenzan

Q.2 Answer **ANY TWO** of the following **(08)**

- a) Explain conditioning of plant material.
- b) Write prevention and eradication measures for:
 - i) Rodents
 - ii) Wet Rot
- c) Discuss the methods of pricing contract in five star hotels.

Q.3 Answer **ANY TWO** of the following **(08)**

- a) Discuss various equipments and agents used in laundry.
- b) Explain various types and shapes of flower arrangement.
- c) Write a short note on:
 - i) Importance of pest control in the hotel.
 - ii) Measures taken by the housekeeping staff to prevent accidents during Housekeeping operations.

Q.4 Answer **ANY TWO** of the following **(08)**

- a) Explain the role of front office staff to maximize room occupancy.
- b) What is forecasting? Explain various types of forecast.
- c) Explain the importance of night auditor.

Q.5 Answer **ANY TWO** of the following **(08)**

- a) What are the factors to consider while forecasting room availability?
- b) Explain any two methods of establishing room rates.
- c) Write a short note on:
 - i) Sales tools and techniques used by front office
 - ii) Night audit process

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