

**B.H.M.C.T. Sem-III (CBCS 2016 Course) / B.Sc. (Hospitality & Hotel Administration)(CBCS 2016 Course Sem-III
SUMMER - 2019**

SUBJECT: ACCOMMODATION OPERATIONS-I (THEORY)

Day: Tuesday
Date: 30/04/2019

S-2019-2418

Time: 10.00 AM To 12.30 PM
Max. Marks: 60

N.B.:

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

SECTION-I

Q.1 Explain the following terms (ANY 12) **(06)**

- | | |
|-----------------------------|---------------------|
| a) Conditioning | h) Rodent |
| b) First Aid | i) Bonsai |
| c) Parasite | j) Trellis |
| d) HardScape | k) Pest |
| e) Stock taking | l) Floor master key |
| f) Recycled Inventory Items | m) Oasis |
| g) Hogarth | n) Store indent |

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

- a) Write a brief note on the equipments required in making flower arrangement.
- b) Classify pests with examples.
- c) How will you handle death of a guest in hotel room?
- d) Explain briefly the various methods of purchasing for housekeeping materials.

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

- a) What is horticulture? Explain its importance in hotel?
- b) What is first Aid? Enlist the articles that a first aid box must contain.
- c) Explain briefly Principles of Purchasing.
- d) Write a short note on:
 - i) Bin card
 - ii) Store Requisition

SECTION-II

Q.4 Explain the following terms (ANY 12): **(06)**

- | | |
|---------------------|-----------------|
| a) CVGR | h) Transcript |
| b) House count | i) Posting |
| c) DRR | j) GRC |
| d) Sleep out | k) Floor limit |
| e) No Show | l) Understay |
| f) Overbooking | m) Forecasting |
| g) Retention charge | n) Wash factors |

P.T.O.

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

- a) What is the role of night auditor in Hotel?
- b) Differentiate between:
 - i) Hubbart formula and Rule of Thumb Approach.
 - ii) Cost based pricing and Market based pricing.
- c) Give the importance of forecasting and list the required data for forecasting.
- d) Give the formula for
 - i) ARR
 - ii) Rev PAR
 - iii) No Show %
 - iv) Overstay %

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

- a) Explain the procedure of Night Audit.
- b) i) If the hotel has 680 rooms and earns ₹.50, 60,000/- revenue in rooms in a week what will be the revenue available par room?
ii) Calculate no show %-
Given Data: No of reserved guest- 60
No of no show-12
- c) Discuss in brief the need of forecasting in hotel.
- d) Explain any two methods for establishing room rates.

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