

**B.H.M.C.T. SEM-III (CBCS 2016 COURSE) / B.SC.  
(HOSPITALITY & HOTEL ADMINISTRATION)(CBCS 2016  
COURSE SEM-III : SUMMER - 2018**

**SUBJECT: ACCOMMODATION OPERATIONS-I**

Day: **Monday**  
Date: **23/04/2018**

**S-2018-2123**

Time: **02.00 PM To 4.30 PM**  
Max Marks. 60

**N.B.:**

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

**SECTION-I**

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

- |                          |                               |
|--------------------------|-------------------------------|
| <b>i)</b> Hogarth curve  | <b>ix)</b> E – key            |
| <b>ii)</b> Landscape     | <b>x)</b> Bonsai              |
| <b>iii)</b> Wet rot      | <b>xi)</b> Trellis            |
| <b>iv)</b> Oasis         | <b>xii)</b> Rodent            |
| <b>v)</b> Pesticide      | <b>xiii)</b> Gate Pass        |
| <b>vi)</b> Kenzan        | <b>xiv)</b> Store requisition |
| <b>vii)</b> Horticulture | <b>xv)</b> Par level          |
| <b>viii)</b> First Aid   | <b>xvi)</b> Floor master key  |

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

- a) Explain any four Principles of flower Arrangement.
- b) What are Pests? Why is their control important?
- c) Outline the three 'Es' of safety in an establishment.
- d) What are the principles of purchasing?

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

- a) What are the different types of flower arrangements? What is conditioning of plant material?
- b) What is stock taking? Write a note on Bin card along with a format.
- c) Write a short note on
  - a) Purchase Specifications
  - b) Purchase order
- d) How are annual purchases planned?

**SECTION - II**

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

- |                                       |                                  |
|---------------------------------------|----------------------------------|
| <b>i)</b> House count                 | <b>ix)</b> Bed occupancy %       |
| <b>ii)</b> Occupancy Rate             | <b>x)</b> Crib rate              |
| <b>iii)</b> Rev PAR                   | <b>xi)</b> Forecasting           |
| <b>iv)</b> No-show                    | <b>xii)</b> ROI                  |
| <b>v)</b> Family Rate                 | <b>xiii)</b> ARR                 |
| <b>vi)</b> Retention charge           | <b>xiv)</b> Cost – based pricing |
| <b>vii)</b> Market condition Approach | <b>xv)</b> PMS                   |
| <b>viii)</b> Stayover                 | <b>xvi)</b> Wash out factor      |

**P.T.O.**

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

- a) Explain the process of Night Audit in brief.
- b) What is 'Rule of Thumb'? Illustrate with a suitable numerical example.
- c) What are the benefits of forecasting?
- d) What is DRR? Draw the format of a Three – Day forecast.

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

- a) From the given data , calculate
  - i) Overstay %
  - ii) No- show %

Data:

- i) No of overstay – 42
- ii) No of understay – 26
- iii) No of No-show – 50
- iv) No of reservation – 285
- v) No of expected checkout - 335

- b) When and why is night audit carried out?
- c) Explain Hubbart Formula in brief.
- d) Write a short note on:
  - i) High Balance Report.
  - ii) Ten – Day Forecast.

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