

**B. SC. (HOSPITALITY & HOTEL ADMINISTRATION) SEM – VI
2010 COURSE) : SUMMER - 2018
SUBJECT: ACCOMMODATION MANAGEMENT**

Day: Friday
Date: 13/04/2018

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

S-2018-2193

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- N.B.** 1) All questions are **COMPULSORY**.
2) All questions carry **EQUAL** Marks.
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Q.1 Answer **ANY EIGHT** of the following : **(16)**

- a) What is –
 - i) Soffit lighting
 - ii) Incandescent lighting
- b) What is a Tertiary colour? Give two examples.
- c) Differentiate between Renovation, Restoration and Refurnishing.
- d) What is –
 - i) ARR
 - ii) DRR
- e) What are the elements of design?
- f) List four wall papers used as wall coverings.
- g) Explain the following terms:
 - i) Bay Window
 - ii) Roman blind
- h) Classify floor finishes with two examples of each.
- i) Give the classification of carpets.
- j) Define
 - i) Induction
 - ii) Yield management

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

- a) State the classification of window treatments .
- b) Give the use, care and maintenance of the following:
 - i) PVC
 - ii) Ceramic
 - iii) Granite
 - iv) Persian Rugs
- c) What are the different types of lighting systems and fixtures used in-
 - i) Guest Rooms
 - ii) Public areas
 - iii) Bar
 - iv) Floor Corridor
- d) Design a colour scheme for an Indian specialty restaurant in a hotel. Identify various aspects of interior design used.

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

- a) Write a short Note on – types of Curtains
- b) Identify different types of colours and colour scheme used in Interior design.
- c) Explain the methods of cleaning Carpets and Rugs.
- d) Write a short note on – Paints.
- e) Explain the application of Balance and Harmony in Interior design.
- f) Give the comparative merits and demerits of a hard floor finish and a soft floor covering.

P.T.O.

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

- a) Explain the various types of reports generated for evaluating front office operations.
- b) How is front office staff trained?
- c) What is a Revenue management? What are the elements of Yield management? Explain with examples
- d) Plan a room layout for a twin room in a hotel. Identify standard furniture and room sizes.

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

- a) A hotel has 110 rooms out of which
60 are double rooms with tariff of Rs.8000/-
40 are twin rooms with tariff of Rs.7500/-
10 are suite rooms with tariff of Rs.10,000/-
In month of August 2012 the Revenue was 7,90,000/-
Calculate : Yield management %
- b) What strategies are adopted by hotels for revenue management during slack and peak period?
- c) What are the ways in which front office staff can be motivated?
- d) Explain the following terms with formulae :
 - i) ADR
 - ii) REVPAR
 - iii) ARG
 - iv) Multiple Occupancy Percentage
- e) Explain the process of scheduling staff at front office.
- f) What is the process of Budgeting in front office operations?

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