

B.H.M.C.T. SEM-VIII (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-2018-2170

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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) ARR
 - ii) ARG
- b) Give the standards sizes of :
 - i) Single Room
 - ii) Double Room
- c) Differentiate between :
 - i) Bay and Bow window
 - ii) Valance and Cornice
- d) What is –
 - i) Bonded carpets
 - ii) Anaglypta
- e) Give the meaning of :
 - i) CFL
 - ii) LED
- f) What is
 - i) Burnishing
 - ii) Floor seals
- g) List four wall coverings used in hotels.
- h) What is the difference between Renovation, Refurbishing, and Restoration?
 - i) Define-
 - i) Snag list
 - ii) Diffused lighting

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

- a) Explain the various lighting system used in different areas in a hotel.
- b) Explain the concept of revenue management in front office operations.
- c) i) Draw a layout of a twin room, indicating the standard furniture and room sizes.
ii) Plan a colour scheme for an Indian Restaurant giving reasons for the same.

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

- a) Classify carpets and give characteristics of each in brief.
- b) Explain the cleaning and maintenance of the following floor and wall finishes-
 - i) Wood
 - ii) Wall paper
 - iii) Carpets
 - iv) Marble
- c) What are the criteria for selection of floor finishes?
- d) Explain the various principles of interior design.
- e) Explain the different types of floor finishes used in a hotel.
- f) Write a note on Motivating front office staff.

- Q.4** Answer **ANY TWO** of the following : **(16)**
- a) How are staff recruited, inducted and trained in the front office department?
 - b) What is the process of budgeting in the front office operations?
 - c) Explain the different reports generated in front office.

- Q.5** Answer **ANY FOUR** of the following : **(16)**
- a) From the given data, calculate –
 - i) % of overstays
 - ii) % of under –stays
 - iii) % of walk-ins
 - iv) % of No showsNo of No-shows-60
No of Walk ins-120
No of Overstays – 80
No of Under-stays – 40
No of Reservations – 600
No of Arrivals-680
No of Expected check outs -760
 - b) i) A hotel has two types of single rooms-33 rooms with a rack rate of Rs.1050/- and 27 rooms with a rack rate of Rs.1300/- Calculate the potential average single rate for the hotel.

ii) If room revenue of Rs.18, 13, 500 is earned from 650 guests in the hotel what will be the average rate per guest?
 - c) Draw a colour wheel and identify different types of colours and colour schemes.
 - d) Differentiate between-
 - i) ARR and DRR
 - ii) Terrazzo and Granolithic
 - e) What are the elements of revenue management?
 - f) Write a short note on stiff window treatments.

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