

B.H.M.C.T. SEM-IV (2010 COURSE) : SUMMER - 2018
SUBJECT: ACCOMMODATION OPERATIONS-I

Day: **Friday**
Date: **13/04/2018**

Time: **02.00 PM To 04.00 PM**
Max Marks: 40

S-2018-2153

N.B.:

- 1) Attempt questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.

Q.1 Attempt **ANY EIGHT** of the following : **(08)**

- | | |
|------------------------|----------------|
| a) Twill Weave | f) ARR |
| b) Perpetual Inventory | g) House Limit |
| c) Linen Coverage | h) Stayover |
| d) Log Book | i) House Count |
| e) Thread Count | j) Guest Folio |

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

- a) Write the characteristics and uses of:
 - i) Cotton
 - ii) Silk
- b) List and explain any four records maintained at control desk.
- c) Draw the layout of linen room. Discuss the planning considerations for the same.

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

- a) Write the objectives of credit control measures.
- b) Write a short note on:
 - i) Discard Management
 - ii) Allowance
- c) Discuss the Importance of supervision in House Keeping Department.

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

- a) As an FOA. How will you deal with following situations?
 - i) Guests in Drunken state
 - ii) Fire in hotel
- b) Give the formula for:
 - i) REV PAR
 - ii) Foreign Occupancy %
 - iii) House Count
 - iv) Overstay %
- c) Write in brief about 'front office accounting' and 'Accounts Corrections'.

Q.5 Answer **ANY FOUR** out of the following : **(08)**

- a) What are the functions of Hospitality desk?
- b) Write the SOP for Room charge.
- c) What measures can be taken to minimize the skippers.
- d) What is 'Mercerization and Beetling'?
- e) What are Dirty Dozen?
- f) List the various activities carried out in linen room.