

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

Day: Monday
Date: 23/04/2018

S-2018-2159

Time: 10.00 AM To 12.00 Noon
Max. Marks: 40

N.B.

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
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Q.1 Explain the following terms (**ANY EIGHT**) **(08)**

- a) Outsourcing
- b) Kenzan
- c) Dry Rot
- d) Antichlor
- e) Suzie
- f) Lead time
- g) CVGR
- h) House count
- i) Wash Factor
- j) House limit

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

- a) Explain any two methods of pricing contracts.
- b) Write the step by step procedure of Dry cleaning of a fabric.
- c) Explain Any Four principles of flower arrangement.

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

- a) Give the preventive measures and eradication methods for :
 - i) Cockroaches
 - ii) Mosquitoes
- b) Classify fires and explain the extinguishing system used for the same.
- c) Explain various functions of a night Auditor.

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

- a) Explain any two methods for Establishing room rates.
- b) What data will you collect while forecasting Room availability?
- c) What measures front Desk staffs take to ensure Repeat Clientele?

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

- a) Write short Note on :
 - i) High balance Report
 - ii) Business related marketing techniques.
- b) What is the different type of forecast? Explain with a format.
- c) Explain the Hubbarts formula for calculating room rates.

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