

Day : Tuesday
Date 25-01-2022

W-19984-2021

Time : 02:00 PM-04:30 PM
Max. Marks: 60

N.B.:

- 1) All questions are compulsory.
- 2) Answers to Both the sections to be written in **SAME** answer book.
- 3) Figures to right indicates **FULL** marks.

SECTION - I

Q.1) Answer **ANY SIX** of the following: (06)

- a) Explain Rev Par
- b) Explain Rate spread
- c) Explain Potential average rate
- d) Explain Multiskilling
- e) Explain Moment of truth
- f) Explain OTA
- g) Explain CRS
- h) Explain Multiple occupancy%

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

- a) Explain the importance of Rooms division statement
- b) List down the fixed and variable expenses in housekeeping department.
- c) Give the formula of the following:
 - i) Bed occupancy%
 - ii) ARR
 - iii) ADR
 - iv) Rev Par
- d) What are the social skills required for front office staff.

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

- a) Explain the importance of behavioral skills for Front office staff
- b) Elaborate on founders of hotel industry.
- c) What is Budget? Explain the importance of budget.
- d) Elaborate on elements of yield management.

PTO

SECTION - II

Q.4) Answer **ANY SIX** of the following: (06)

- a) Explain room section
- b) Define budget
- c) Explain Wash Factor
- d) Explain PMS
- e) Explain cross-training
- f) Explain HACCP
- g) Explain Room Status Report
- h) Explain job breakdown

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

- a) Explain the recruitment process for Rooms division department.
- b) List the tasks to be completed by executive housekeeper in pre-opening stage of a hotel.
- c) Elaborate on the role of housekeeping in hospitals.
- d) List down various techniques used in Time & Motion Study.

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

- a) Write a short note on IDS.
- b) Explain the importance of orientation.
- c) Elaborate on the role of facilities manager.
- d) Elaborate on concept of loyalty programme.
