

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY  
(CBCS-2018 COURSE)**

**B.H.M.C.T. Sem-VII :SUMMER- 2022**

**SUBJECT : ACCOMMODATION MANAGEMENT (THEORY)**

Day : Tuesday  
Date : 5/7/2022

**S-19984-2022**

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

- 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 Rate Spread
- b) Explain ARR
- c) Explain Wash Factor
- d) Explain Variable expense
- e) Explain OTA
- f) Explain Operating Budget
- g) Explain Job Description
- h) Explain ARG

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

- a) Give the formula of the following:
  - i) ADR
  - ii) Rev PAR
  - iii) Bed occupancy%
  - iv) Room occupancy %
- b) Elaborate on benefits of yield management.
- c) Explain types of budgets in Rooms Division Department.
- d) Write a short note on founders of hotel industry.

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

- a) Explain the importance of behavioral skills for Front office staff.
- b) Explain daily operations ratios.
- c) Explain Rooms division budget report.
- d) Elaborate on elements of yield management.

**PTO**

**SECTION –II**

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

- a) Explain Countdown
- b) Explain Buddy system
- c) Explain GDS
- d) Explain Contingency plan
- e) Explain Time and motion study
- f) Explain Multi –skilling
- g) Explain Cross Training
- h) Explain Graveyard shift

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

- a) Explain the concept of management information system.
- b) Explain the benefits loyalty programme.
- c) Explain the following modules of Property management system:
  - i) Guest history
  - ii) Registration
- d) Write step by step process of starting up new property.

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

- a) Elaborate on types of training.
- b) List down various techniques used in Time & Motion Study.
- c) Explain the importance of orientation.
- d) Elaborate on the role of facilities manager.

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