Day : Tuesday

Time : 02:00 PM-04:30 PM

Date : 29-11-2022

W-19984-2022

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 Job Description

b) Explain Operating Budget

c) Explain ARG

d) Explain OTA

e) Explain ARR

f) Explain Rate Spread

g) Explain Wash Factor

h) Explain Variable expense

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

a) What are the social skills required for front office staff?

b) Elaborate on Benefits of Revenue Management in Rooms Division.

c) Explain daily operations Report

d) Explain types of budgets based on the Categorized by types of Expenditure in Rooms Division

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

a) Elaborate on elements of yield management.

b) Give the importance of social skills for front office staff.

c) Give the formula of the following:

    i) Bed occupancy%

    ii) Room Occupancy %

    iii) ADR

    iv) RevPAR

d) Elaborate on founders of hotel industry.

PTO

SECTION - II

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

  a)   Explain GDS

  b)   Explain Multi –skilling

  c)   Explain Graveyard shift

  d)   Explain Cross Training

  e)   Explain Countdown

  f)   Explain Buddy system

  g)   Explain Time and motion study

  h)   Explain Contingency plan

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

  a)   Discuss the various sources of recruitment of employees.

  b)   What are the various types of training?

  c)   What points should be covered in an employee orientation.

  d)   List and explain the Main functions of a room Management module.

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

  a)   Discuss recruitment process in detail.

  b)   Elaborate on the role of housekeeping in hospitals.

  c)   Explain the concept of Management Information System.

  d)   Elaborate on concept of loyalty programme.

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