



NP – 417

V Semester B.H.M. Examination, February/March 2024  
(NEP) (Freshers)  
**HOTEL MANAGEMENT**  
**Accommodation Operations – V**

Time : 2½ Hours

Max. Marks : 60

**Instructions :** 1) Draw diagrams *where* required.  
2) Answer **all** Sections.

SECTION – A

1. Answer **any 5** questions, **each** carries **2** marks. (5×2=10)
- a) What do you understand by capacity management ?
  - b) Expand MSD and RSI as in ergonomics.
  - c) What is ergonomics ?
  - d) What is the difference between over stay and stay over ?
  - e) Give the full form for ARR and Rev par.
  - f) Define Yield.
  - g) Give 2 application of AI in hospitality.

SECTION – B

- Answer **any 4** questions, **each** carries **5** marks. (4×5=20)
- 2. How do property management systems aid in the effective functioning of a hotel ?
  - 3. Discuss the origin and concept of yield management.
  - 4. Why is demand forecasting important for a hotel ?
  - 5. List the ways in which hotel become eco-friendly.
  - 6. What are the computer hardware requirements in a hotel ?

P.T.O.



SECTION – C

Answer **any 3** questions out of five. **Each** answer carries **equal** marks. **(3×10=30)**

7. Discuss in detail the principle of ergonomics.
  8. What alternation in housekeeping job will you make to mitigate the health hazards ?
  9. What are the factors that can effect the yield of a hotel ?
  10. Why is demand forecasting so important in a hotel ?
  11. Discuss the AI and ML applications in the hospitality sector.
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