



NP – 432

VII Semester B.H.M. Examination, January/February 2025

(NEP)

HOTEL MANAGEMENT

HMC29-T : Accommodation Management

Time : 2½ Hours

Max. Marks : 60

- Instructions :** 1) Read the questions **carefully**.
2) Number the answers **correctly**.
3) Draw the diagrams neatly **wherever** required.

SECTION – A

Answer **any 5** out of 7 questions.

(5×2=10)

1. a) What are the services provided for differently abled Rooms in a hotel ?
b) List out the 2 important role of Landscaping in sustainability.
c) Write 2 difference between operational budget and capital budget.
d) What are the factor to consider while planning cost control in linen room of a hotel ?
e) Define Eva floors.
f) Define upselling and upgrading.
g) Define In-house sales promotion.

SECTION – B

Answer **any 4** out of 5 questions.

(4×5=20)

2. What are the importance of cross training applicable for public area staff's ?
3. Elaborate the role of Eva floors in a hotel and how to plan it ?
4. Design incentive program for GRA's who help in increasing in house sales, being EHK of the department.
5. Elaborate inventory control in Housekeeping department.
6. Draw the layout of front office back areas and discuss their functions.

P.T.O.



SECTION – C

Answer **any 3** out of 5 questions.

(3×10=30)

7. Discuss purchasing under the following heads.
 - 1) Types
 - 2) Principles.
 8. What are the key consideration will involve while we are planning a POS in Housekeeping department ?
 9. Explain the budget planning process.
 10. Discuss the different types of motivation theories to enhance employee performance in hotel industry.
 11. Explain the types of purchase in housekeeping department.
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