VII Semester B.H.M. Examination, March/April 2022
(F + R) (CBCS) (2018-19 and Onwards)
HOTEL MANAGEMENT
Paper – 7.2 : Accommodation Management

Time : 3 Hours

Max. Marks : 70

Instructions : 1) Read instruction **carefully**.
2) Number answers **correctly**.
3) Provide diagram **wherever** necessary.

SECTION – A

Answer **any five** questions in **not** more than **3** lines **each** : (5×2=10)

1. a) Define yield management.

   b) Give the formula for REVPar.

   c) Mention any two responsibilities of floor supervisor.

   d) What are the two types of budgets ?

   e) What is forecasting ?

   f) Mention any two measures for protection of assets in a hotel.

   g) What is promotional rate ?

SECTION – B

Answer **any three** questions : (3×6=18)

2. Write a short note on security and law.

3. Write a note on Discount Allocation.

4. Explain the different types of purchasing.

5. Explain the job description of Public Area Supervisor.

6. Draw the layout of Bell Desk and explain.

SECTION – C

Answer **any three** questions. **Each** question carries **equal** marks :   (3×14=42)

7. Explain the following :

    a) Facilities and services provided in disabled guest room.

    b) Disabled guest bathroom features.

8. Explain the concept of yield management in hotels.

9. Explain the purchasing cycle in detail.

10. Why is it important to develop a security program in the lodging industry ?

11. Palace hotel has 120 rooms : 53 of them are single and 67 are double. On the night of 18th November 2018, the night auditor counted a total of 85 rooms occupied, 2 of which were occupied by more than one guest. Moreover, on the same night 127 guest were registered. In addition 2 rooms were on complimentary basis. From the housekeeping room status there were total 4 rooms out of order. Lastly the actual room revenue for the same night was at the order of Rs. 6,960.

    a) Calculate the average guest per room sold.

    b) Calculate the average daily rate.

    c) Calculate the average rate per guest.

    d) Calculate RevPAR.

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