



### III Semester B.H.M. Examination, January/February 2025

(NEP) (F + R)

### HOTEL MANAGEMENT

### HMC15 : Accommodation Operations – III

Time : 2½ Hours

Max. Marks : 60

- Instructions :**
- 1) Read the instruction carefully and number the answer correctly.
  - 2) Draw format wherever necessary.

#### SECTION – A

Answer any five out of seven sub-questions.

(5×2=10)

1. a) What is American Plan ?
- b) Who is a concierge ?
- c) What do you mean by Eco-friendly cleaning ?
- d) Expand G.D.S.
- e) Define city ledger.
- f) What is guest allowance ?
- g) Define Folio.

#### SECTION – B

Answer any four out of five questions.

(4×5=20)

2. Explain the different types of ledgers.
3. Sustainability is the future of hospitality sector. Justify.
4. List out the duties and responsibilities of night auditor.
5. What are the different types of guest complaints during the hotel operations ?
6. Explain the coordination of front office department with housekeeping department.



SECTION – C

Answer **any three** out of five questions.

**(3x10=30)**

7. Illustrate the “front office accounting cycle” with diagram.
8. Elaborate on the importance of “Eco-friendly cleaning procedures” used in hotels.
9. Explain the night auditing process.
10. How can hotel optimise the use of energy and water to reduce the operational cost and improve guest experience ?
11. Specify the different types of contracts and explain how to handle it.