



V Semester B.H.M. Examination, Jan./Feb. 2025
(NEP) (Freshers/Repeaters)
HOTEL MANAGEMENT
BHMAO – 5T : Accommodation Operations – V

Time : 2½ Hours

Max. Marks : 60

- Instructions :** 1) Number the answers correctly.
2) Answer all Sections.

SECTION – A

Answer any five questions, each carries 2 marks. **(5×2=10)**

1. a) Expand MIS.
- b) Define overbooking.
- c) Who is a stayover guest ?
- d) What is 'Awkward position' in housekeeping ?
- e) What is capacity management ?
- f) List any two elements of design.
- g) State the formula to calculate bed occupancy %.

SECTION – B

Answer any 4 questions, each carries 5 marks. **(4×5=20)**

2. List the essential conditions applicable for revenue management in hotels.
3. How does ergonomic furniture contribute to guest comfort in hotel rooms ?
4. Explain the role of AI in hotel housekeeping dept.
5. List the different ways to collect sales information for hotel computer needs.
6. Why is demand forecasting important for a hotel ?



SECTION – C

Answer **any 3** questions, **each** carries **10** marks.

($3 \times 10 = 30$)

7. Elaborate on the tools of revenue maximization.
8. Explain the significance and need of ergonomics in housekeeping department.
9. Discuss the factors that can affect the yield of a hotel.
10. Elaborate on the food and beverage management applications used in hotels.
11. Elaborate on the various parameters to be considered during selection and installation of computer systems in hotels.