



**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.

**(3×10=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.
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