

SEAT No. _____

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SARDAR PATEL UNIVERSITY

Vallabh Vidyanagar

EXTERNAL EXAMINATION —2016-17

Class: F0.YBBA (HM) Semester –VIII

**Subject: ACCOMMODATION MANAGEMENT-II
(UM08EBBH03)**

Date: 13 /04/2017

Time: 2:00 to 4:00 PM

Day: Thursday

Marks: 60

Q.1 What are the sections of front office? Prepare the "SOP" for (15)
guest-arrival & guest -departure. Discuss in brief.

OR

Q.1 What do you mean by guest supply & amenities management? (15)
Prepare the "SOP" for guest-amenities control. Explain with
the help of suitable formats.

Q.2 What is the importance of "Duty –roaster" in housekeeping (15)
department? Prepare the duty-roaster for 180 room's hotel for
one week.

OR

Q.2 What are the various software used in hotel "Explain the (15)
"PMS" software,

Q.3 What do mean by "Environmental practices" in housekeeping? (15)
Explain the waste reduction programme.

OR

Q.3 What is the concept of "Yield Management "Explain the term (15)
"ARR" & "Rev- PAR".

Q.4 What are the "HR- practices" in Room Division? Explain (15)
performance appraisal & disciplinary action procedure in hotel.

OR

Q.4 What is "Forecasting"? Explain the procedure for forecasting (15)
occupancy in star hotel.

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