

SEAT No. _____

No. of Printed Pages : 1

[56-A-42]

SARDAR PATEL UNIVERSITY

Fo.Y.B.B.A (HM) Examination

Semester – 8th (4 yrs)

Subject: - Accommodation Management – II

Code: - UM08EBBH03

Date: - 13/04/2018

Time: - 02: 00 To 04: 00 PM

Day: - Friday

Mark: - 60

- Q. 1. What is the effective use of cleaning supplies in housekeeping department? Prepare the SOP of Ex-Housekeeper of a 5-star hotel. (15)

OR

- Q. 1. What is the importance of "Time and Motion" study in work measurement? Prepare a "Duty Roaster" for one week of three shifts for "XYZ Hotel" having 175 rooms. (15)

- Q. 2. What is "Waste reduction Management"? Explain in context of "Eco-friendly and recycling of material. (15)

OR

- Q. 2. What is the importance of computer technology in "Room Division"? List out the reports generated by "PMS" software. (15)

- Q. 3. How "Yield Management" enhance the revenue of the hotel? Discuss in brief. (15)

OR

- Q. 3. What is the concept of "ARR and Rev-PAR"? Explain the procedure of "Fore casting". (15)

- Q. 4. What is importance of "Motivation and performance appraisal" in room division? Discuss in brief. (15)

OR

- Q. 4. What is the procedure of "Promotion and renewal in 5-star hotel? Explain the Disciplinary action" for employee. (15)