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SARDAR PATEL UNIVERSITY
Vallabh Vidyanagar

BBA SEMESTER – VIII (Honours) (Hospitality Management) Examination 2016

Subject: Accommodation Management - II

Code: UM08EBBH03

Date: 13/04/2016

Marks: 60

Day: Wednesday

Time: 02:30 to 04:30 PM

Q: 1 (a) What is "SOP"? Explain the "SOP" of "Guest Departure". (08)

(b) How would control guest room supplies in housekeeping department of 5 star hotel? Explain with help of format. (07)

OR

Q: 1 How would you establish standard in front office department of 5 star hotels for the front office personnel. (15)

Q: 2 What is the method of calculating workload for a 150 room hotel in housekeeping department? Find out staff strength & prepare duty roster for one week. (15)

OR

Q: 2 What is "Yield Management"? Explain the concept of "ARR & Rev PAR". (15)

Q: 3 (a) What are the various "HR-Practices" used in hotel industry? Explain the impact of motivation on performance of employee in housekeeping department. (08)

(b) Explain the various eco-friendly supply used in 5 star hotel. (07)

OR

Q: 3 What is the concept of waste reduction programme? Explain the recycling of material in housekeeping department. (15)

Q: 4 List out the various "Software" used in hotel industry & explain "PMS". (15)

OR

Q: 4 What is the procedure of the following activity in 5 star hotels? Explain (15)

(a) Promotion & Renewal of staff

(b) Disciplinary action taken for staff

(c) Dismissal procedure for staff

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