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SARDAR PATEL UNIVERSITY
Vallabh Vidyanagar

No. of Printed Pages: 1

SEM –VIII FOURTH Y BBA (Honours) (HM) Examination

Subject: Accommodation Management - II
Subject Code: UM08EBBH03

Date: 23/04/2015

Marks: 60

Day: Thursday

Time: 02:30 PM to 04:30 PM

Q: 1 What do you mean by Personnel Management in accommodation (15)
operation? Explain the various document used in operation.

OR

Q: 1 How you will establish standards in room division department? (15)
Explain with help of "SOP".

Q: 2 What are eco-friendly practices? Explain in contest of waste (15)
reduction program & recycling of materials

OR

Q: 2 What is "PMS"? How it is helpful in "Room Division" operation? (15)
Discuss in brief.

Q: 3 What is "Forecasting"? How it is helpful in enhancing Rev Par / (15)
Yield Management.

OR

Q: 3 What is "Staffing Matrix"? Calculate the work load of 175 room (15)
hotel & prepare duty roast for one week of three shifts of hotel.

Q: 4 What are the HR practices in room division? Explain "Performance (15)
Appraisal" & promotion & renewal with help of format.

OR

Q: 4 What is the importance of "Disciplinary Action" in 5 star hotel? (15)
Explain dismissal procedure in Administration of Accommodation
Management.