

SARDAR PATEL UNIVERSITY**Fo.Y.B.B.A (HM) Examination****Semester – 8th****Subject: - Accommodation Management – II (NC)****Code: - UM08EBBH03****Date: - 11/04/2019****Time: - 02: 00 To 04: 00 PM****Day: - Thursday****Mark: - 60**

Q. 1. What do you mean by "SOP"? Prepare SOP of room reservation and check out procedure at front office department. (15)

OR

Q. 1. Calculate staff strength of 350 room hotel and prepare duty roaster for three shift in housekeeping department. (15)

Q. 2. What is the concept of "Waste reduction programme"? Explain the method of waste reduction in 5 star hotels. (15)

OR

Q. 2. Write short notes on the following (15)

- (a) Room status report (b) Sales mix report
(c) Revenue report (d) Guest history

Q. 3. What is "Forecasting"? Explain the method of forecasting of rooms in star hotel. (15)

OR

Q. 3. What is the concept of ARR and Rev. PAR? Explain the importance of yield management. (15)

Q. 4. What is various method of "Motivation" for employee? Explain the points you will considered in "Performance Appraisal". (15)

OR

Q. 4. What is the importance of disciplinary action in housekeeping department? Explain the dismissal procedure in star hotel. (15)

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