



AJEENKYA

D Y PATIL UNIVERSITY

End Term Examinations (April 2019)

School: School of Hotel Management

Program: BHM

Course: Accommodation Operations -II

Course Code: HOM107

Semester: II

Max Marks: 50

Duration (mins): 120 Min

Note: 1. Figures to the right indicates full marks.

Q 1 Answer the Following (Any 2) (10 Marks)

1. Write Flow chart on Bed Making?
2. Explain Entering Guestroom?
3. Enlist all Dirty Dozen areas?

Q 2. Explain the term with one example (Any 10) (10 Marks)

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|-----------|------------|-----------------|----------------|--------------------|
| 1. Tariff | 2. No show | 3. Over booking | 4. Tariff Card | 5. VIP |
| 6. CP | 7. MAP | 8. AP | 9. VL | 10. Scanty Baggage |
| 11. WC | 12. DND | 13. VD | | |

Q 3. Write the Following Formula (10 Marks)

1. Percentage of Over Stay
2. Percentage of Under Stay
3. Percentage of Walk-In
4. Calculate the Number of rooms available for sale
Total Number of Guest Room 120, OOO 3, Stay over 55, Room Reservation 42, % of No Show 8, Under stay 6, Over stay 15.

Q.4. Answer the Following (Any 2) (10 Marks)

1. Enlist any 8 types of Rates and explain any 2
2. Explain 3 types of reservations?
3. Explain Market based Pricing

Q.5. Draw the Following (Any 2) (10 Marks)

1. Registration Card
2. Reservation Form
3. Draw chart on Housekeeping Day