



AJEENKYA

D Y PATIL UNIVERSITY

End Term Examination (December 2019)

School: Hotel Management

Program: BHM

Course: Accommodation Management

Course Code: HOM205

Semester: III

Max Marks: 50

Duration (mins): 120

Q.1. Define the following. (Any 5)

(10)

1. Guest ledger
2. City ledger
3. Folio
4. Par stock
5. Pest
6. Credit monitoring
7. Traveler's cheque

Q.2.A. Fill in the blanks.

(05)

1. Destroying entire pest population is known _____
2. _____ is a slopping channel or slide for conveying soiled linen from the upper floor to the laundry.
3. _____ is a ledger that contains the collective accounts of all non-resident guest to whom hotel provides the credit facility.
4. Cash paid to the guest by the hotel is called _____.
5. _____ contains the details of all the financial transaction between a resident guest & the hotel.

Q.2.B. Give formulae of the following. (Any 2)

(05)

1. Occupancy ration
2. Average daily rate
3. RevPAR

Q.3. Write short Notes. (Any 2)

(20)

1. Methods of pest control
2. Methods of payment
3. Job responsibilities of GRE

Q.4. Answer in brief. (Any 1)

(10)

1. What are the advantages & disadvantages of contract cleaning?
2. Differentiate between guest ledger & city ledger