



AJEENKYA

D Y PATIL UNIVERSITY

End Term Examinations (April 2019)

School: Hotel Management

Program: Bachelor in Hotel Management

Course: Accommodation Management

Course Code: HOM206

Semester: IV

Max Marks: 50

Duration (mins): 120 Min

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

Q1. Define the terms.

(5)

1. Tertiary color
2. Shade
3. OPL
4. Upselling
5. ARR

Q.2. Fill in the blanks.

(5)

1. In case of high outstanding balance, the night auditor prepares the _____ report.
2. The process of locating guest in a specific location is known as _____.
3. When a hotel does not charge the room rent from the guest, such room is called _____ room.
4. _____ is the ratio of the total number of occupied room to the total number of rooms that are available for sale.
5. _____ is the practice of taking more reservations than the available number of rooms.

Q 3. Answer any two of the following in 60-70 words.

(10)

1. Explain laundry cycle.
2. Explain the steps of Hubbart formula for determining room rate?
3. Give formula of?
a) ADR b) ARG

Q.4. Write a short note on. (Any 2)

(10)

1. Elements of design.
2. Inventory control
3. Suggestive selling

Q.5. Attempt any two of the following.

1. Classify the different types of color schemes and explain any one in detail. (10)
2. What are the possible causes of complaints by guest? How should a front office assistant handle the complaints? (10)
3. Explain the night audit process in detail. (10)