

Roll No.:

SGT UNIVERSITY**END TERM THEORY EXAMINATION JULY -2022**

College/ Faculty of Study:	Hotel And Tourism Management	Year/Semester:	6th Semester
Program:	BHM/ B.Sc.(HA)	Duration:	03:00 Hrs.
Course/Subject:	Advanced Front office & Accommodation Management	Maximum Marks:	60
Course/Subject Code:	BHM 07010605 B.Sc.(HA) 07120605	Batch:	2019

Instructions: -

1. Write Your Roll No. on the Question Paper.
2. Candidate should ensure that they have been provided correct question paper. Complaint(s) in this regard, if any should be made within 15 minutes of the commencement of the exam. No complaint(s) will be entertained thereafter.
3. All Questions are compulsory. Marks are indicated against each question.
4. Illustrate your answer with diagram wherever required.

SECTION-A**(Very Short Answer Type Questions)****Note: All Questions are compulsory: -****[12X1=12 Marks]**

S. No.	Question	Marks Allotted
1	What do you understand by night audit?	1
2	Define yield Management?	1
3	What do you understand by overstay?	1
4	What is a no-show percentage?	1
5	What is a non-guest account?	1
6	What is revenue management?	1
7	What do you mean by VR experience in housekeeping?	1
8	Name any two changing trends in Housekeeping?	1
9	Name any two latest technology introduced in guest rooms ?	1
10	What is capital budget?	1
11	Name any two Housekeeping expense?	1
12	What is par level?	1

SECTION-B
(Short Answer Type Questions)

Note: All Questions are compulsory: -

[4X2=8]

S. No.	Question	Marks Allotted
13	Difference between overstay and understay?	2
14	Name any one error that is common during night audit?	2
15	What do understand by changing trends in housekeeping department?	2
16	Explain Area inventory list?	2

SECTION-C
(Descriptive Answer Type Questions)

Note: All Questions are compulsory: -

[4X4=16]

S. No.	Question	Marks Allotted
17	Explain the advantages of forecasting reservation data?	4
18	What are the basics of revenue management system?	4
19	Explain the role of artificial intelligence in hotel guest rooms?	4
20	Explain the procedure of Manpower planning in housekeeping, explain with the example?	4

SECTION-D
(Long Answer Type Questions)

Note: All Questions are compulsory: -

[6X4=24]

S. No.	Question	Marks Allotted
21	Explain the various steps of the night audit process?	6
22	Explain the credit monitoring process for in-house guests?	6
23	How use of the latest technology helps in the smooth working of housekeeping? Give some examples.	6
24	Explain the types of budget and budget planning process?	6