Q.1. Explain the factors to be considered while purchasing and installing PMS in a five star hotel.

OR

Discuss the importance of a PMS in regard to the smooth functioning of hotel operations.

(10)

Q.2. (a) What are the different factors to be kept in mind while designing a lobby?
(b) Draw a neatly labeled diagram of a front office lobby.

(5+5=10)

Q.3. List the different types of hospitality customers and discuss the characters of a business traveller and a pleasure traveller.

(4+6=10)

Q.4. What is Yield Management? What are the benefits of yield management?

(3+7=10)

Q.5. Explain the three most important methods of pricing hotel room.

OR

What are the factors that may affect hotel room pricing citing examples?

(10)

Q.6. Write short notes on any two:
(a) Key control
(b) Passport
(c) VISA
(d) Moments of truth

(2x5=10)
Q.7. Write in brief how to handle the following emergency situations in a hotel (any two):
(i) A resident guest’s death occurs during his stay.
(ii) Guest complaining about her jewellery been stolen from the room.
(iii) Hotel receives a bomb threat call.
(iv) Outbreak of a fire on a particular floor in the hotel.

(2x5=10)

Q.8. Explain the entire procedure of a group departure.

OR

Discuss the different steps maintained during a foreigner guests checkout.

(10)

Q.9. Give the full forms of (any ten):
(a) FRRO  (b) BTC
(c) EDC  (d) VPO
(e) FHRAI  (f) IHA
(g) GIT  (h) FEMA
(i) ECO  (j) ADR
(k) POS  (l) ARG

(10x1=10)

Q.10. Write in two or three lines only (any five):
(a) Downgrading
(b) Magnetic key
(c) Call screening
(d) International Hotel Regulation Act
(e) Stay over
(f) Accident book

(5x2=10)

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