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AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/CC303/2025/BSCHS_SEM3

SYBSCHS (Third Semester) Examination, 2025
CC303 - ACCOMMODATION OPERATIONS- II
(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) OPL [2]
- B) Dirty Dozen [2]
- C) PAR [2]
- D) BTC [2]
- E) Express Checkout [2]

Q2. A) Draw a typical layout of laundry for OPL. [5]
B) Explain discard management. [5]

Q3. A) List any 10 jobs given on contract by housekeeping. [5]
B) Write about the post departure courtesy services followed by front office. [5]

Q4. A) Explain in detail about guest folio and employee folio. [5]
B) Write the formulae for: [5]

- i. ARR
- ii. RevPAR
- iii. Occupancy percentage
- iv. No Show
- v. House Count

Q5. A) Explain and Draw Allowance voucher. [5]
B) Describe the process of Group checkout. [5]

Q6. A) Explain handling of guest laundry with the help of flowchart. [5]
B) Write the role of supervisor in housekeeping department. [5]

Q7. A) List any 10 laundry equipments used in hotel. [5]