

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/CC403/2025/BHMCT_SEM3

SYBHMCT (Third Semester) Examination, 2025
CC403 - ACCOMMODATION OPERATIONS III
(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) Safety & Security | [2] |
| B) Overbooking | [2] |
| C) OOO | [2] |
| D) Cross-selling | [2] |
| E) CVGR | [2] |
| Q2. A) Define safety awareness & list any two potentially hazardous conditions in hotel operations. | [5] |
| B) Classify guest complaints and explain suitable responses for each. | [5] |
| Q3. A) Explain elements of interior designing. | [5] |
| B) Differentiate between refurbishing & redecoration. | [5] |
| Q4. A) Explain the role of night auditor. | [5] |
| B) Explain suggestive selling & supselling with a suitable example of each. | [5] |
| Q5. A) Name & explain tools used for promotion in hotels. | [5] |
| B) Explain any 5 types of rates. | [5] |
| Q6. A) Explain any two errors that occur during night audit. | [5] |
| B) Give any 2 types of fire & control measure for the same. | [5] |
| Q7. A) Write a short note on tax applicable on rooms. | [5] |
| B) Explain snag list & give its importance. | [5] |
