

Total No. of Questions: 7

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AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/EC801C/2025/BHMCT_SEM8

Final Year BHMCT (Eighth Semester) Examination, 2025
EC801C - SPECIALIZED 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) HACCP [2]
- B) Wash factor [2]
- C) Contract [2]
- D) GoPAR [2]
- E) LQA [2]

Q2. A) Discuss the features to be incorporated in designing guestrooms that cater to the needs of disabled guests. [5]

B) Discuss any 5 trends in Housekeeping Department. [5]

Q3. A) What is the scope of a brand audit, and list down the key advantages of brand standard audits in Housekeeping Department. [5]

B) Define loyalty programs and list down the importance. [5]

Q4. A) What crucial steps should the housekeeping department take to prevent a terrorist attack on the hotel premises. [5]

B) Discuss the importance of guest satisfaction and how it impacts hotel business. [5]

Q5. A) Write the comparison between in-house security and contracted security in hotel operations mentioning its pros and cons. [5]

B) Discuss the features of Women only Floors. [5]

Q6. A) Describe the key responsibilities and duties of a revenue manager. [5]

B) What are the various methods of Guest Engagement? Illustrate with the help of examples [5]

Q7. A) Define revenue management. How does it impact hotel operations and profitability? [5]

B) Discuss the planning of en-suite bathroom in hotels [5]
