

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/PCC243/2025/BHMCT_SEM4

SYBHMCT (Fourth Semester) Examination, 2025
PCC243 – ACCOMMODATION OPERATIONS III
(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- | | |
|-------------------------|-------|
| A) Self-check-in kiosks | [1] |
| B) GSTS | [1] |
| C) Discard | [1] |
| D) Valet Service | [1] |
| E) Par Stock | [1] |

Q2. Explain the functions of the control desk and its importance in hotel operations. [5]

Q3. Give the procedure for handling guest complaints in a professional manner with a suitable example. [5]

Q4. Illustrate the layout of a linen room with a labeled diagram. [5]

Q5. Enlist records maintained for the following types of guests: FIT and GIT [5]

Q6. Differentiate between On-Premises Laundry (OPL) and Commercial Laundry. [5]

Q7. Analyze the importance of post-departure feedback in sales promotion. [5]
