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AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/CC403/2026/BHMCT_SEM4

**SYBHMCT (Fourth Semester) Examination, 2026
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) First Aid** [2]
- B) Interior Designing** [2]
- C) Refurbishing** [2]
- D) High Balance Report** [2]
- E) CVGR** [2]

Q2. A) Explain Types of Fire in Detail. [5]

B) Classify Guest Complaints in Detail. [5]

Q3. A) Write the Importance of Interior Designing in the hotel industry. [5]

B) What is a Snag List? Explain its importance. [5]

Q4. A) Explain Night Auditing Process in detail. [5]

B) Write in detail about any 2 types of Selling Techniques. [5]

Q5. A) Which are the various Sales Tools used by the Hotel? Elaborate. [5]

B) Write a Short Note on Rule of Thumb Approach. [5]

Q6. A) Enlist and Explain any 5 Principles of Interior Designing. [5]

B) Elaborate the Role of a Night Auditor. [5]

Q7. A) Analyze the role of sales promotion strategies such as advertising and relationship marketing in influencing consumer behavior and increasing brand loyalty. [5]

B) Enlist and Explain the Factors affecting Room Tariff. [5]
