

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/EC801C/2026/BHMCT_SEM8

(Eighth Semester) Examination, 2026

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) SPA [2]**
- B) Single window service [2]**
- C) Leading Quality Assurance [2]**
- D) Safety [2]**
- E) GSTS [2]**

Q2. A) Write a short note on Women's only floor. [5]

B) Discuss Hygiene practices followed post covid in the hotel industry. [5]

Q3. A) Explain the advantages of Brand Standard Audit. [5]

B) Define Loyalty Programs and explain the types or levels of loyalty programs. [5]

Q4. A) What are the steps involved in ensuring continuous improvement in housekeeping practices? [5]

B) Elaborate on the enhanced Security measures implemented at the hotel's main entrance. [5]

Q5. A) Explain the importance of Revenue Management. [5]

B) Discuss the importance of guest satisfaction for the hotel. [5]

Q6. A) Mention in detail the important factors to be considered while planning the Linen room, and the maid's room? [5]

B) Discuss the emergency procedures followed during a fire in hotels. [5]

Q7. A) Explain the Guest Feedback Mechanism implemented in the hotel. [5]

B) Write a short note on benchmarking of hotel performance against competitors. [5]
