

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/PCC243/2026/BHMCT_SEM4_Revised

SYBHMCT (Fourth Semester) Examination, 2026
PCC243 - ACCOMMODATION OPERATIONS III
(Rev. 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) Par Stock [1]**
- B) OPL [1]**
- C) Self-Check-in Kiosk [1]**
- D) Guest History Card [1]**
- E) GIT [1]**

Q2. Explain the functions of the control desk in the housekeeping department. [5]

Q3. What is the discard management process followed in hotels? [5]

Q4. Mention the stain removal process for the Turmeric and Ink stain. [5]

Q5. Discuss the steps of handling guest complaints and why each step is important. [5]

Q6. How would you handle the check-in procedure for a walk-in guest in a hotel? [5]

Q7. You are a front office executive. How will you handle the express check-out process for a guest? [5]
