

Seat No:

[0607]/PCC243/2026/BHMCT\_SEM4\_

Revised

SYBHMCT (Fourth Semester) Examination, 2026  
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) 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 ]

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