



Seat No. _____

HC-010-1206004

Third Year B. H. T. M. (Sem. VI) Examination

April - 2023

Accommodation Operation Management-I* : 6.4**

(New Course)

Faculty Code : 003

Subject Code : 1206004

Time : $2\frac{1}{2}$ / Total Marks : 70

Instructions :

- (1) Question 1, 2 and 3 are compulsory questions.
- (2) Attempt any two from questions 4 to 6.
- (3) The maximum marks are assigned in front of each question.

1 Do as directed : 9+5=14

(a) Fill in the blanks : 9×1=9

- (i) The process of arranging yarns to create a fabric is known as _____.
- (ii) The process of creating designs on fabric using stitches is called _____.
- (iii) A _____ fabric is known for its luxurious feel and shiny appearance.
- (iv) _____ is a versatile fabric that is known for its comfort, durability and absorbency.
- (v) The process of shrinking and matting wool fibres together to create a dense and warm fabric is called _____.
- (vi) _____ is a synthetic fabric that is known for its durability, wrinkle resistance, and easy care.
- (vii) The process of adding colour to fabric using dyes is known as _____.
- (viii) A _____ fabric is known for its durability and is commonly used in the production of jeans.
- (ix) To stay on track with the budget, it is essential to _____ and adjust spending accordingly which allows hotels to achieve their financial goals and maintain profitability.

(b) Match the following : 5×1=5

Group A Group B

- | | |
|--------------|--|
| (a) Carpet | (i) Synthetic flooring option that is affordable and can imitate the look of hardwood/tile. |
| (b) Hardwood | (ii) Popular flooring option that provides warmth and softness underfoot. |
| (c) Tile | (iii) Durable and easy to clean flooring option, coming in a variety of designs and colours. |
| (d) Vinyl | (iv) Classic and timeless flooring option that adds value to a home. |
| (e) Laminate | (v) Water-resistant and durable flooring option - ideal for high-traffic areas. |

2 Do as directed : 7+7=14

- (a) Find out percentage of No-shows, percentage of walk-Ins, 7
Percentage of Overstays and percentage of Under stays from the following table.

Occupancy History of the Holly Hotel

Day	Date	Guests	Room Arrivals	Room Walk-Ins	Room Reservations	Room No-Shows
Mon	1-Mar	118	70	13	63	6
Tue	2-Marc	145	55	15	48	8
Wed	3-Mar	176	68	16	56	4
Thu	4-Mar	117	53	22	48	17
Fri	5-Mar	75	35	8	35	8
Sat	6-Mar	86	28	6	26	4
Totals		717	309	80	276	47

Occupied Rooms	Overstay Rooms	Under stay Rooms	Room Check-outs
90	6	0	30
115	10	3	30
120	12	6	63
95	3	18	78
50	7	0	80
58	6	3	20
30	3	3	45
558	47	33	346

OR

- (a) Find out the Forecasting profit for the King Hotel (2023) 7
from the following table.

Rooms Revenue Statistics for the King Hotel

Year	Rooms Sold	Average Daily Rate	Net Rooms Revenue	Occupancy Percentage
2019	30,660	Rs. 5,500	Rs. 168,630,000	70%
2020	31,974	Rs. 5,800	Rs. 185,449,200	73%
2021	32,412	Rs. 6,100	Rs. 197,713,200	74%
2022	32,850	Rs. 6,500	Rs. 213,525,000	75%

Expense categories as percentages of Rooms Revenue for the King Hotel

Year	Payroll and Related Expenses	Laundry, Linen and Guest supplies	Commissions and Reservation Expenses	Other expenses
2019	16.5%	2.6%	2.3%	4.2%
2020	16.9%	2.8%	2.5%	4.5%
2021	17.2%	3.0%	2.6%	4.5%
2022	17.4%	3.1%	2.7%	4.6%

- (b) Attempt any seven from the following : $7 \times 1 = 7$
- (i) List the factors that should be considered when establishing room rates in a hotel.
 - (ii) How can market demand impact room rates in a hotel ?
 - (iii) How can hotel managers evaluate the effectiveness of their room rates ?
 - (iv) Define guest room planning in hotel.
 - (v) What are some common challenges faced in hotel budgeting, and how can they be addressed ?
 - (vi) List what are the key components of a budget in hotel management.
 - (vii) Define budgeting in hotel management.
 - (viii) What is daily operation report ?
 - (ix) What is occupancy ratio ?
 - (x) What is income statement ?

- 3 Find out the tariff rate of Single room and Double room by using Hubbart formula from the following : 14

The Imperial Palace, a 200-room property, is projected to cost Rs. 70,00,00,000 inclusive of land, building, equipment, and furniture. An additional Rs. 10,00,00,000 of projected cost is needed for working capital. The hotel is financed with a loan of Rs. 40,00,00,000 at 15 percent annual interest and rest provided by the owners. The owners desire a 20 percent annual return on their investment. A 60 percent occupancy is estimated. The hotel's income tax rate is 28 percent, and additional expenses are estimated as follows :

Property tax expenses	Rs. 60,00,000
Insurance Expenses	Rs. 5,00,000
Depreciation expenses	Rs. 7,00,000
Administrative and General Expenses	Rs. 30,00,000
Data Processing expenses.....	Rs. 12,00,000
Human Resource exp.	Rs. 8,00,000
Transportation Expenses.....	Rs. 4,00,000
Marketing Expenses	Rs. 14,00,000
Property operation and Maintenance expenses	Rs. 20,00,000
Energy and related exp.	Rs. 3,00,000

Non-room revenue center is estimated as follows :

Food and beverage department (Income)	Rs. 30,00,000
Telecommunications department (Loss)	Rs. 5,00,000
Rentals and other departments (Income).....	Rs. 4,00,000

The rooms department estimates direct operating expenses to be Rs. 1,800 per occupied room. Assume that the Imperial Palace has a double occupancy rate of 40 per cent and a room rate differential of Rs. 6,000.

- 4 With example of an event, evaluate the effectiveness of a recent MICE event in India. 14
- 5 Design a new MICE event that incorporates sustainable practices. 14
- 6 What is the manufacturing process of textiles ? What are the characteristics and uses of various fabrics, and what are the key considerations to keep in mind when planning the selection of fabric for a guest room ? Also explain the textural process involved in creating different types of fabrics. 14