

Printing Pages : 2

Paper code : BHM- 702

(A) (SVSU): 2023-204/R

Enrollment No.

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BHMCT

4th YEAR 7th SEMESTER EXAMINATION

Front Office Management- II

[Time : 03:00 Hours]

[Max. Marks : 70]

SECTION-A

1. Answer all questions.

(1X15=15)

- I. What is the primary purpose of Guest Registration in front office operations?
 - a. Entertainment b. Security and record-keeping c. Cleaning services d. Advertising
- II. What is the standard procedure for handling guest bookings through a travel agent?
 - a. Reject the booking to avoid commission payments
 - b. Provide discounted rates
 - c. Confirm the booking after direct communication with the guest
 - d. Charge additional fees for travel agent bookings
- III. What role do SOPs play in ensuring guest satisfaction?
 - a. They increase guest confusion b. They create unnecessary rules
 - c. They provide a standardized and quality guest experience
 - d. They limit staff flexibility
- IV. How do SOPs contribute to staff training and development?
 - a. By creating chaos in the training process
 - b. By providing a structured guide for staff training
 - c. By eliminating the need for training programs
 - d. By discouraging staff development initiatives
- V. How do duty rotas contribute to effective staffing in the front office?
 - a. By promoting inconsistency in work schedules
 - b. By creating unnecessary workload
 - c. By ensuring that staff members are always on leave
 - d. By providing a systematic and organized approach to staff duties
- VI. What is the purpose of a time and motion study in front office operations for check-in and check-out processes?
 - a. To increase delays in the process b. To decrease staff efficiency
 - c. To identify areas for improvement and efficiency
 - d. To encourage inconsistency in guest interactions
- VII. What factors are typically considered when planning the budget for front office operations?
 - a. Guest preferences only b. Staff preferences only
 - c. Seasonal demand, staff salaries, and operational costs d. Only operational costs
- VIII. What is the primary characteristic of a fixed budget in front office operations?
 - a. It remains constant regardless of changes in operations
 - b. It varies based on operational needs
 - c. It is adjusted daily
 - d. It fluctuates with guest preferences

(P.T.O)

- IX. What is the initial step in the budgeting process for front office operations?
a. Making necessary modifications
b. Preparing plans to analyze differences between planned and achieved goals
c. Defining goals d. Adjusting staff salaries
- X. Refining budget plans contribute to improving budget accuracy through continuous evaluation. True False
- XI. Budgetary control can be inflexible in dynamic business environments. True False
- XII. Time and motion studies are conducted to create chaos in the check-in and check-out processes. True False
- XIII. Duty rotas contribute to effective staffing in the front office by providing a _____ approach to staff duties.
- XIV. Higher _____ is a potential benefit of using SOPs in front office operations.
- XV. _____ involves the careful handling of luggage during a guest's stay.

SECTION-B

2. Answer in long (any three)

[10×3=30]

- I. Provide an in-depth introduction to the control systems used in front office operations. How do these systems ensure that planned operations are carried out effectively, and what role do they play in overall hotel management?
- II. Examine the objectives of budgetary control in front office operations. How does effective budgetary control contribute to the financial success of a hotel, and what are the key performance indicators to monitor?
- III. Explore the concept of time and motion study in the context of front office operations in business hotels and resorts. How can these studies enhance the efficiency of check-in and check-out processes?
- IV. Discuss the various steps and considerations involved in the check-out process. How can the front office ensure a smooth and positive check-out experience for guests?

SECTION-C

3. Attempt any five questions.

(5×5= 25)

- I. Why is guest registration a crucial aspect of Standard Operating Procedures (SOP)?
- II. What role does Standard Operating Procedures (SOP) play in front office operations?
- III. What is the purpose of duty rotas in the front office?.
- IV. What is the main goal of staffing guidelines?
- V. How are operational costs influenced in budget planning?
- VI. How does a flexible budget differ from a fixed budget?
- VII. What factors do staffing guidelines consider when establishing guidelines?

Hotel Management

2023-24

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BHMCT
4th YEAR 7th SEMESTER EXAMINATION
ACCOMMODATION MANAGEMENT

[Time : 03:00 Hours]

[Max. Marks : 70]

Attempt all MCQ

(1x15=15)

1. It indicate the name of the colour

a) Red	b) green	c) hue	d) yellow
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2. Two or more people work together on same work

a) team cleaning	b) cleaning	c) task cleaning	d) deep cleaning
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3. A collective term for all articles on bed

a) bedding	b) bedsheet	c) duvet	d) quilt
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4. Textile used for furniture décor is called

a) upholstery	b) furniture cloth	c) furnishing	d) decoration
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5. Cleaning of carpet is done by _____

a) Vacuum cleaner	b) Shampoo machine	c) pack vacuum	d) duster
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6. Soiled guest laundry received by _____

a) Front office	b) housekeeping	c) room service	d) security
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7. Another name for sewing kit _____

a) Amenity	b) Dutch wife	c) rollaway	d) Kit
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8. Guest laundry is collected in _____

a) Laundry bags	b) Plastic bags	c) Chutes	d) Bags
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9. Table linen is called

a) table cloth	b) napkin	c) napery	d) tissue
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10. Housekeeping supervisor reports to the

a) executive housekeeper	b) front office manager	c) executive chef	d) assistant housekeeper
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11. Physical counting of stocks

a) inventory	b) amenity	c) stock taking	d) indenting
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12. Term used for arrival and registration of guest

a) check in	b) check out	c) departure	d) stayover
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13. These are located on highways

a) hotel	b) bar	c) Motel	d) boatel
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14. Sitting area near lobby with tea service

a) lounge	b) café	c) saloon	d) bar
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15. Motels are located on

a) Highways	b) Roadways	c) Sea side	d) None of these
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2. Answer in long (any three)

[10x3=30]

1. What all habits should housekeeping staff follow to avoid any risk in performing the task.
2. List the items of furniture found in guestrooms. Write a note on their selection.
3. Describe the various types of fixtures and fittings found in guestroom.
4. Discuss the different types of materials used in the construction of furniture.

3. Answer in short (any five)

[5x5=25]

1. Explain fabric and glass wall covering.
2. Discuss the characteristics of a good paint.
3. Write a note on hard flooring.
4. Define cushions, curtains with their care and cleaning procedure.
5. Describe different types of lights.
6. Explain principles of ergonomics.
7. What type of lighting is required at entrance and lobby area?

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BHMCT

**4th YEAR 7th SEMESTER EXAMINATION
ORGANIZATIONAL BEHAVIOUR**

[Time : 03:00 Hours]

[Max. Marks : 70]

Multiple Choice Questions (MCQs)

[01×15=15]

1. A study of human behaviour in organizational settings is
 - a) Individual behaviour
 - b) Group behaviour
 - c) Organizational behaviour
 - d) None of these
2. Which of the following methods is/are used to solve intergroup conflicts indirectly
 - a) Avoidance
 - b) Encouragement
 - c) Bargaining
 - d) All of these
3. Which of the following would be least likely to pose a barrier to cross-cultural communications?
 - a) Tone difference
 - b) Word connotations
 - c) Political correctness
 - d) Differences among perceptions
4. While managing political behaviours in organization, the manager requires discouraging:
 - a) Negotiation
 - b) Relationships
 - c) Self interest
 - d) Dialogue
5. Which of the following is not a trait dimension in Big 5 personality trait?
 - a) Extroversion
 - b) Agreeableness
 - c) Ego
 - d) Culture
6. _____ is the outcome of certain external and internal forces
 - a) Human growth
 - b) Human behaviour
 - c) Biological progress
 - d) None of these
7. Personality reflects in one's _____
 - a) appearance
 - b) temperament
 - c) behaviour
 - d) leadership
8. Personality is determined by _____
 - a) heredity
 - b) Environment
 - c) Situation
 - d) All above

(P.T.O)

9. In addition to perception and personality _____ helps in understanding human behaviour.
- Motivation
 - Learning
 - Temperament
 - All the above
10. An individual's behaviour is caused by _____
- Family help
 - Attitudes
 - Society's response
 - All
11. An attitude can be described as _____
- Human response
 - The mindset of a person
 - The way a person thinks
 - All
12. Conflicts can be helpful and constructive if _____
- avoided
 - buried deep
 - handled properly
 - crushed with heavy hand
13. _____ are social inventions for accomplishing goals through group efforts"
- Management
 - Organization
 - Leadership
 - Behaviour
14. _____ refers to the negotiation or an agreement between two groups
- Contracting
 - Co-opting
 - Pressure tactics
 - None of these
15. _____ is once view of reality
- Attitude
 - Perception
 - Outlook
 - Personality
2. **Answer in long (any three)**
- Explain different types of teams.
 - What are different conflict management strategies.
 - Discuss about factors which causes stress at work place.
 - What are the factors that influence attitude behavior.
3. **Answer in short (any five)**
- Discuss the importance of perception in OB.
 - Write a note on emotions.
 - Elaborate the role of manager in OB
 - Define motivation with its characteristics.
 - Describe personality with its determinants.
 - Discuss the importance of perception in OB

[10×3=30]

[5×5=25]

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BHMCT
4th YEAR 7th SEMESTER EXAMINATION
ENTREPRENEURSHIP DEVELOPMENT

[Time : 03:00 Hours]

[Max. Marks : 70]

SECTION-A

Answer all

(1X15=15)

- I. What is the primary role of an entrepreneur?
 a) Managing existing businesses b) Starting and operating a new business
 c) Investing in stocks d) Working as an employee
- II. Which of the following is NOT an entrepreneurial characteristic?
 a) Risk-taking b) Creativity and innovation
 c) Fear of failure d) Decision-making ability
- III. What is the fundamental difference between entrepreneurs and entrepreneurship?
 a) They are synonymous b) Entrepreneurship refers only to small businesses
 c) Entrepreneurs are only found in large corporations
 d) Entrepreneurship is the process, and entrepreneurs are the individuals involved
- IV. What is the significance of the emergence of women entrepreneurs?
 a) Decreased diversity in entrepreneurship b) Increased job opportunities for men
 c) Increased diversity in entrepreneurship d) Limited opportunities for women
- V. What are the key steps in identifying and evaluating an entrepreneurial opportunity?
 a) Persuade others and gather resources b) Marketing plan and human resource plan
 c) Establish vision and create a new venture d) All of the above
- VI. Which is a source of external funds for a new venture?
 a) Personal funds b) Family and friends c) Commercial banks d) Venture capital
- VII. What is one of the growth strategies for a business?
 a) Entrepreneurial failure b) Financial growth c) Joint ventures d) Reasons for exiting
- VIII. What does CSR stand for in the context of social responsibility?
 a) Customer Satisfaction Ratio b) Corporate Social Responsibility
 c) Customer Service Recognition d) Corporate Success and Responsibility
- IX. The definition of an entrepreneur refers only to someone who starts a new business. True/False
- X. One of the reasons for the growth of entrepreneurship is a lack of technological advancements. True/False:
- XI. Entrepreneurs and entrepreneurship are synonymous terms. True/False
- XII. The entrepreneurial process involves creating a new venture/product or market. True/False
- XIII. Entrepreneurial _____ and Skills include creativity, risk-taking, and adaptability.
- XIV. SWOT analysis is a strategic tool used for the _____ of business ideas.

(P.T.O)

- XV. In Human Resource Plan, _____ involves estimating the current and future workforce needs of the business.

SECTION-B

2. Answer in long (any three)

[10×3=30]

- I. Elaborate on the concept of entrepreneurship, emphasizing the contributions made by Mc Cleland and Joseph Schumpeter. How have their theories influenced contemporary entrepreneurial thought?
- II. Classify and explain the different types of entrepreneurs based on various criteria. How does the type of entrepreneur impact their approach to business?
- III. Examine the diverse sources from which business ideas can originate. How can entrepreneurs actively seek and evaluate these ideas to create viable ventures?
- IV. Explain the concept of SWOT analysis in the context of entrepreneurship. How can entrepreneurs effectively use this tool to make informed business decisions?

SECTION-C

3. Attempt any five questions.

(5x5= 25)

- I. What is the key role of an Entrepreneur in business?
- II. Name two reasons for the growth of Entrepreneurship
- III. Differentiate between Entrepreneurs and Entrepreneurship
- IV. Define Women Entrepreneurs according to the Government of India.
- V. Name three programs initiated for promoting women entrepreneurship in India
- VI. List two components of the Marketing Plan in entrepreneurship
- VII. Identify two sources of finance for a new venture.
