



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION
B.Sc. International Hospitality Management

Type: Semester End Assessment

Date: 26th April, 2022

Term: 4

Total Marks: 30

Time Duration: 2 Hours

Course Name: Front office & Accommodation Management

Course Code: IHCH109

Instructor: Ms. Megha Bagde

This paper contains 03 pages in addition to the cover page.

Name: _____

Student Number: _____

Class: _____

Marks Obtained: _____

Faculty Signature: _____

Invigilator Signature: _____

Main Answer sheet	Number of Supplements	Total number of Answer sheets
01		

- Carefully read each question at the outset of the paper. All queries must be addressed to the faculty within the first 10 minutes of the examination.
- Students are expected to maintain complete silence in the examination hall and avoid interacting or communicating with their peers.
- Students must enter the examination hall 10 minutes prior to the scheduled time of the examination.
- Students will carry only their essential Books, notes, pens, pencils, calculators and scales into the examination hall. Bags, eatables, drinks, etc. will not be allowed inside the hall with the exception of a bottle of water.
- Cell phones and beeping watches are prohibited in the examination hall. The usage of electronic data banks is prohibited.
- Students will answer the examination with only blue/ black ball point pens unless informed differently by faculty. Avoid usage of green or red ink pens on the answer sheet.
- Dictionaries will not be allowed into examination hall unless informed differently by faculty.
- Students will not be permitted to exit the examination hall 30 minutes prior to end time of an examination. A student leaving the room will have to return his/her paper to the faculty and the paper will be considered as completed.
- Students may be permitted to take a break under exceptional circumstances only if accompanied by an invigilator.



Q.1. Fill in the blanks for the following.

(1 * 5 = 5 Marks)

- a) An agreement between two parties negotiating business deal is known as _____.
- a. Outsourcing
 - b. Contract
 - c. Leasing contract
 - d. Consultation.
- b) When the light is directed straight from the sources into the room, object or limited area it is called as _____ lighting.
- a. Indirect
 - b. Diffused
 - c. Semi-indirect
 - d. Direct.
- c) _____ remains unchanged over a period of time and not related to the level of revenues.
- a. Operating budget
 - b. Fixed budget
 - c. Pre-opening budget
 - d. Master budget.
- d) _____ method is the oldest & simplest method used for performance appraisal of an employee.
- a. 360°
 - b. Ranking
 - c. Management by objectives (MBO)
 - d. Paired comparison.
- e) _____ Technique involves filming of body movements.



- a. Cyclography
- b. Pathway chart
- c. Process chart
- d. Operation chart.

Q.2. Give the full forms for the following.

(1* 5 = 5 Marks)

- a) DNM
- b) ETA
- c) SDNO
- d) PMS
- e) ADR

Q.3. Define the following.

(Any 8* 1 = 8

Marks)

- a) Cross Training
- b) Artificial Light
- c) Recycled Inventory
- d) Remedial Training
- e) Departmental budget
- f) Night Shift
- g) Frequency Schedule
- h) Maximum inventory quantity
- i) 360° feedback

Q.4. Answer the following.

(Any 4 * 3 = 12

Marks)



- a) Explain any three pitfalls of an interview?
- b) Give three advantages and three disadvantages of a contract
- c) Explain different sources of recruitment?
- d) Explain the different types of training held in the hotel
- e) Explain Capital ,Operating and Pre-opening budget.

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