



V. M. SALGAOCAR INSTITUTE  
of  
INTERNATIONAL HOSPITALITY EDUCATION

### M.Sc. International Hospitality & Tourism Management

Type: Semester End Assessment (SEA)

Date: 06/01/2025

Batch and Semester: 2024-26, Semester -1

Total Marks: 40 Marks

Time Duration: 2 Hours

Course Name: Advanced Hospitality Management

Course Code: IHT-500

Instructor: Ms. Yoshika D'Silva, Dr. Semele Sardesai, Ms. Gauri Patil and Mr. Sandip Madkaikar

This paper contains 02 pages in addition to the cover page.

Full Name of the Student: \_\_\_\_\_

Permanent Registration 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 should not interact or communicate with their peers.
- Students will carry only their essential stationery like pens, pencils, ruler and simple calculators 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, electronic data banks, scientific calculators and smart/beeping watches are prohibited in the examination hall.
- 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.



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**Q.1.** The following occupancy history is of Hotel XYZ for the first week of December 2024.

Calculate the total and determine the following:

**(6 Marks)**

- No Show %
- Overstay %
- Walk-In %
- Under Stay %

Hotel XYZ									
Day	Reservation	Arrivals	Walk-In	No-Show	Over Stay	Under Stay	Checkouts	House Count	Room Count
Mon	50	60	25	10	10	0	20	110	80
Tues	40	45	30	15	20	5	25	130	90
Wed	55	50	35	5	25	10	50	165	100
Thur	45	40	45	20	5	25	60	105	85
Fri	35	35	20	15	15	0	70	65	45
Sat	30	30	15	10	10	5	20	85	50
Sun	25	25	25	15	5	5	30	45	25
<b>Total</b>									

**Q.2.** Give the Formulae for the following;

**(4 Marks)**

- a. Occupancy %
- b. Average Daily Rate
- c. Average room rate per guest
- d. Rev-PAR

**Q.3.** You have been appointed as the General Manager of a newly established resort in a hill station. The

resort offers a blend of luxury accommodation, adventure activities, and wellness retreats.

Considering the location and type of resort, prepare a detailed management plan covering the following aspects:



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- a. The type of resort you would categorize it as, with a justification. **(2.5 Marks)**
- b. Key operational strategies for managing the resort's front office, housekeeping, and food & beverage departments. **(5 Marks)**
- c. List Suggestions for marketing and promoting the resort to attract domestic and international tourists. **(2.5 Marks)**

**Q.4.** In a busy restaurant, describe how the cycle of control can be applied to monitor food safety from receiving ingredients to serving food to customers. What specific checks would be important at each stage, and how would these checks be documented? **(5 Marks)**

**Q.5.** Why is it essential to plan a facility? Describe it using five points. **(5 Marks)**

**Q.6.** What is Food Safety? Explain in detail the 4 types of potential hazards that affect food. **(5 Marks)**

**Q.7.** Elaborate on the Danger Zone in food. How will you avoid food spoilage? **(5 Marks)**