

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2013-2014

COURSE : 6th Semester of 3-year B.Sc. in H&HA - **Specialisation**
SUBJECT : Accommodation Management - V
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define travel intermediaries. A cordial relationship between hotels and various travel intermediaries is must for the success of their business. Illustrate

OR

Differentiate between the functions of various ground operators.

(10)

Q.2. Negotiating with travel agents is an important aspect of the front office manager's job. Explain with suitable examples.

(10)

Q.3. Write short notes (**any two**):

- (a) UNWTO
- (b) Health Insurance for foreign tour
- (c) VAT
- (d) Issues related to credit card payment

(2x5=10)

Q.4. Write an essay on:
Guest conflict resolution **OR** Management role in guest services

(10)

Q.5. Making social responsibilities operational is an important responsibility of a manager. Elucidate.

(10)

Q.6. Advertisement is an important feature of timeshare business. Discuss.

(10)

Q.7. Design the layout of a lobby of a five star resort hotel.

(10)

Q.8. Mention the latest gadgets used in hotels with their uses. (10)

Q.9. (a) Discuss the role of FRRO.
(b) What are the licences and certificates given by UN-WTO? (5+5=10)

Q.10. (a) What are the salient features of a request for proposal?
(b) Enlist **five** European air carriers with their country of origin. (5+5=10)
