

**Total No. of Questions : 09**

**Subject Code : BHSRM-404**

**M.Code : 71300**

**Time : 3 Hrs.**

**Max. Marks : 60**

1. **SECTION-A is COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

## SECTION-A

**1. Answer briefly :**

- a. What are the Objectives of Risk Management?
- b. What is claim?
- c. What is Risk Transfer?
- d. Spa inventory
- e. Retail Management
- f. Hedge
- g. Customer loyalty programmes
- h. Types of spa
- i. Staff liabilities in spa
- j. Product positioning

### **SECTION-B**

2. Classify risks in spas and explain them in detail.
3. Distinguish between Options and Future Contracts.
4. Write a note upon handling emergency situations in Spa.
5. Brief about Inventory Management?
6. Discuss various marketing strategies for Spa Retail Management.

### **SECTION-C**

7. What are the duties and responsibilities of Spa Retail Consultant?
8. What are the different forms of insurance and what elements of operation do they protect?
9. Discuss in details the significant roles of Information Technology in Retail Management of Spa.

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**