

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2014-2015

COURSE : 5th Semester of 3-year B.Sc.in H&HA (**Specialisation**)
SUBJECT : Accommodation Management – IV
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What are area inventory list and frequency schedules? How are they relevant in planning of house-keeping operation in a hotel?

OR

What is four step training method? Discuss any **five** group training methods.

(5+5=10)

Q.2. Calculate the number of room attendants and floor supervisors required for the house-keeping department of a 5-star hotel with 400 rooms on six floors.

OR

Enlist the principles of motivation. How do you develop motivational strategies?

(10)

Q.3. What are the four main styles of leadership? How does it affect employees in an organisational atmosphere?

OR

Discuss the advantages and disadvantages of contract services as used in a luxury hotel. Enlist areas for outsourcing in house-keeping department.

(10)

Q.4. Purchasing function covers a full range of management activities from listing the supply needs to controlling inventory. Justify the statement with the various stages/tasks associated with purchasing.

OR

“Managers direct **people** and control **things**”. Elaborate on the above two managerial functions with suitable examples for each.

(10)

Q.5. Establishing par levels for recycled and non-recycled items vary. Elaborate the method and explain with reference to safety stock and head time quantity.

(10)

Q.6. Enlist the possible sources for recruiting employees. What are the stages of an interview?
(5+5=10)

Q.7. Answer briefly (**any five**):
(a) Income statement
(b) Job breakdown
(c) Valuable staff
(d) Compressed work schedule
(e) Perpetual inventory
(f) Ergonomics
(5x2=10)

Q.8. Total Quality Management is the responsibility of all the staff. Elaborate.
(10)

Q.9. What are the **four** basic methods an Executive Housekeeper can deploy to control expenses? Distinguish between an operating budget and a pre-opening budget.
(10)

Q.10. Describe any **three** methods of scheduling staff. Devise a duty roster for seven GRA's.
(10)
