

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2015-2016**

COURSE : 2<sup>nd</sup> Semester of Post Graduate Diploma in  
Accommodation Operations & Management  
SUBJECT : Accommodation Management  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. Draw an organisational chart of a large size hotel and explain the responsibilities of a control desk supervisor.

**OR**

Explain in detail the co-ordination of housekeeping department with front office and laundry.

(10)

Q.2. Explain the different types of training. What are the benefits of providing training to employees?

**OR**

What do you understand by orientation? Explain the role of Executive Housekeeper in the orientation of new employees.

(10)

Q.3. What are the factors to be kept in mind while calculating staff strength? Explain the various sources of recruiting employees.

(5+5=10)

**OR**

- (a) What do you mean by work schedule?
- (b) What information should work schedule contain?
- (c) Prepare a work schedule of a houseman.

(2+3+5=10)

Q.4. What are the principles of purchasing? Explain briefly whole sale buying and centralised purchasing.

**OR**

What is budget? Discuss its importance. Explain the different types of budget of housekeeping department with appropriate examples.

(10)

- Q.5. Write short notes (**any two**):
- (a) Advantages and disadvantages of outsourcing. (b) Waste disposal  
(c) Quality control in housekeeping  
(2x5=10)
- Q.6. What is meant by water conservation? Discuss methods that may be adopted by eco-sensitive hotels for energy conservation.  
(10)
- Q.7. Enumerate the task involved in setting up a housekeeping department in a soon-to-be opened property.  
(10)
- Q.8. What are the basic guidelines for the prevention of an accident? What are the steps to be taken by an employee in a fire emergency?  
(10)
- Q.9. Define the following (**any ten**):
- (a) Ergonomics (b) Hat checker (c) Pest (d) Ecotel  
(e) Staffing guide (f) SOP (g) Contract (h) GRN  
(i) Job allocation (j) Grey water (k) Job description  
(10x1=10)
- Q.10. Fill in the blanks:
- (a) \_\_\_\_\_ is the another term for termites.  
(b) The standard number of each inventoried items that must be in hand to support daily, routine housekeeping operations is called \_\_\_\_\_.  
(c) \_\_\_\_\_ is a document that lists the actual tasks to be carried out by an employee in a particular shift and the time frame in which to undertake each task.  
(d) \_\_\_\_\_ is the period between the indent originating from the department in which it will be used and the goods indented becoming ready for use.  
(e) Guest smoking in bed can lead to \_\_\_\_\_.  
(f) \_\_\_\_\_ refers to the hiring of employees while taking into account the actual occupancy for a specified period of time.  
(g) The initial assistance given to a casualty for any injury or illness before the arrival of ambulance or doctor is called \_\_\_\_\_.  
(h) \_\_\_\_\_ is the fire warning system which are situated on the ceiling and automatically sprays water when a temperature rises above a certain level.  
(i) Beetles are an example of \_\_\_\_\_.  
(j) Intensive or specialized cleaning undertaken in guestrooms and public areas is called \_\_\_\_\_.  
(10x1=10)

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