

ROLL No.....

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

COURSE : 5th Semester of 3-year B.Sc. in H&HA
SUBJECT : Accommodation Management - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain the following terms (**any two**):
- (a) Area inventory list
 - (b) Frequency schedule
 - (c) Performance standard
 - (d) Time and motion study
- (2x5=10)
- Q.2. Explain the term "Training". "Training is a continuous process" justify.
- OR**
- Differentiate between Training and Induction. Explain different types of training imparted to housekeeping employees.
- (4+6=10)
- Q.3. Explain the different methods of purchase in a hotel. How can stock control minimise pilferage?
- (5+5=10)
- Q.4. Explain the various types of budget with an example for each type. How can a well prepared budget help in controlling expenses in the housekeeping department of a hotel?
- (4+6=10)
- Q.5. Prepare **two** posters for the staff in the housekeeping department of a hotel, each containing visual instructions for:
- (i) Saving Electrical Energy
 - (ii) Saving Water
- (5+5=10)
- Q.6. Calculate the staff strength of the housekeeping department of a hotel in a large city having 300 rooms.
- (10)

Q.7. What are the various factors one should look into before awarding a contract job for the housekeeping department of a hotel?

OR

Compare the advantages and disadvantages of contract services in a hotel.

(10)

Q.8. compare the styles of housekeeping operation to be adopted for:

(a) A hospital with 250 beds.

(b) An University Residence Hall.

(5+5=10)

Q.9. Why is training on First-aid necessary? Give the contents of a First-aid box.

(5+5=10)

Q.10. Explain **any two**:

(a) How will you calculate par stock for non-recycled items?

(b) Differentiate between capital budget and operating budget.

(c) Suggest ways of saving water in laundry operations.

(d) What is SOP and how it is beneficial for housekeeping department?

(2x5=10)
