

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2018-2019

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. Arrange the steps of planning in the correct order for the housekeeping department and explain the importance of each:

- | | |
|----------------------------|-------------------------|
| (a) Productivity standards | (b) Inventory levels |
| (c) Performance standards | (d) Area inventory list |
| (e) Frequency schedule | |

(5x2=10)

Q.2. What is budget? Discuss the **four** methods which an executive housekeeper may adopt to control the operating expenses.

(2+8=10)

OR

Classify and explain budgets based on the types of expenses involved, the department and flexibility of expenses.

(10)

Q.3. Briefly explain **any five** techniques to carry out time and motion studies.

OR

Discuss **any five** types of purchasing methods used in the hospitality industry for housekeeping department.

(10)

Q.4. What is the scope of housekeeping in institution other than hotels? Briefly explain housekeeping in hospitals.

(10)

Q.5. Define outsourcing. Why should we consider outsourcing services in housekeeping? What are the various types of outsourcing contracts, hotels may go for?

OR

Discuss the advantages and disadvantages of outsourcing in detail.

(10)

Q.6. Define first aid. Explain briefly the first aid to be given in following conditions (**any two**):

- (i) Heart attack (ii) Burns and scald on arm
(iii) Leg fracture

(5+5=10)

OR

Discuss the benefits of housekeeping training to the organization and employees in a hotel.

(10)

Q.7. With high emphasis laid on sustainability, explain how we can help in energy and water conservation in housekeeping department.

(10)

Q.8. Write short notes (**any four**):

- (a) Income statement (b) Par
(c) Duty roster (d) Work schedules
(e) Staffing guide

(4x2 ½ =10)

Q.9. Write the full forms of:

- (a) SWB (b) PTE (c) FFE (d) GRN
(e) TFA (f) CPR (g) HVAC (h) AMC
(i) WWP (j) MBO

(10x1=10)

Q.10. Fill in the blanks:

- (a) Night shift is also known as _____ shift.
(b) _____ in an agreement to provide a special quantity of listed items for a period of time on an agreed price.
(c) _____ is the time period between the date of indent and the day when indent was received.
(d) _____ is the training carried out when an old employee has to retrain or refresh his or her memory.
(e) In this kind of scheduling, an employee can work any time according to his or her convenience _____.
(f) The 'A' in ABC of artificial respiration stands for _____.
(g) _____ is the waste water from baths, washing machines that is treated and recycled.
(h) Green hotels are also known as _____.
(i) _____ is the physical verification of inventory items.
(j) Operating expenses = _____ room sales.

(10x1=10)
