

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2013-2014

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

(Marks allotted to each question are given in brackets)

- Q.1. Explain the duties and responsibilities of the following:
(a) Executive Housekeeper (b) Desk Supervisor (5+5=10)

OR

How Housekeeping department co-ordinates with Maintenance & Food and Beverage department in a hotel. (10)

- Q.2. What is an "Organization Chart"? Draw an organization chart of the housekeeping department of a large sized hotel. (2+8=10)

- Q.3. (a) What is a 'contract'?
(b) What are the advantages and dis-advantages of contract services? (2+8=10)

OR

Explain **any four** methods of purchasing which are practiced in hotels. (10)

- Q.4. Write short notes (**any two**):
(a) Work Study
(b) First Aid
(c) Waste Disposal (2x5=10)

- Q.5. Name **five** common pests found in the hotel. Discuss on the areas they infest and how to eradicate them. (5+5=10)

OR

Explain the housekeeping department's role in opening of a new hotel. (10)

Q.6. Explain the eco-friendly products used in the hotel.

OR

Explain various fire-fighting and fire detection equipment used in the hotel.

(10)

Q.7. Explain in brief:

- | | |
|--------------------------|---------------------------|
| (a) Area Inventory List | (b) Frequency Schedule |
| (c) Performance Standard | (d) Productivity Standard |
| (e) Work Schedule | |

(5x2=10)

Q.8. (a) What do you mean by "Budget"?

(b) What are the different types of budget prepared in housekeeping?

(2+8=10)

Q.9. Differentiate between (**any two**):

- (a) Recruitment and Selection.
- (b) Block cleaning and Conventional Cleaning.
- (c) Recycled Inventory and Non-Recycled Inventory.

(2x5=10)

Q.10. **A** Write the full forms:

- (i) CPR (ii) HWC (iii) FFE (iv) FTE (v) SOP

B Give the correct term for the following:

- (i) The document which gives the minimum qualities required for a particular job.
- (ii) Training carried out when a new employee joins the organization.
- (iii) The minimum stock of items which is required for smooth functioning of the department.
- (iv) Other name for environment friendly hotels.
- (v) Another term for taps

(5+5=10)
