

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR – 2017-2018

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. (a) What is par? How is par level established for "Non Recycled Inventory"?  
(b) What is "Outsourcing"? Enumerate various advantages of outsourcing.  
(5+5=10)
- Q.2. Write in detail about capital budget and operating budget.  
OR  
What are different types of purchasing? Explain each briefly by giving relevant example.  
(10)
- Q.3. (a) What is first aid? Give some do's and don'ts while handling deep cut injury.  
(b) Water conservation is important in hotels. Justify this statement by giving examples of some water conservation practices.  
(5+5=10)
- Q.4. Hospitals also need to have effective housekeeping operations. Keeping in mind hospital cleaning, suggest basic concepts for following:  
(a) Sanitation (b) Waste disposal  
(c) Odour control (d) Pest control  
(4x 2 ½ =10)
- Q.5. What are the guidelines for hiring contract services for the following?  
(a) Pest control (b) Laundry outsourcing  
(5+5=10)
- Q.6. Plan a 4 days off-the-job training program for a 30 years old 5-star resort involving 15 housekeeping operational employees average age 45 years, having overall experience of 20 years in same hotel. Mention slot-wise topic covered by various trainers and training methods to be applied.  
(10)

Q.7. By providing thumb rules for determining staff strength of a 5-star business hotel, plan a weekly duty roaster (excluding management team), keeping in mind – 360 guest rooms, 5 floors, 9 outlets, 15 public area washrooms and usual back of the house areas. (3+7=10)

Q.8. Briefly justify the following:

- (a) Cost per occupied room is the guiding factor in planning budget.
- (b) Effective leadership is all about vision and ability to make good decisions.
- (c) Teamwork is important in housekeeping operations.
- (d) Operating budget is a tool for controlling expenses in housekeeping department.

OR

Briefly elaborate the following:

- (a) On the job training
- (b) Stock taking
- (c) Income statement
- (d) Productivity standard (4x 2 ½ =10)

Q.9. Match the following:

- |                                |                               |
|--------------------------------|-------------------------------|
| (a) Greenhouse effect          | (i) Operating budget          |
| (b) Workshop training          | (ii) One to one               |
| (c) Auction buying             | (iii) Fredrick W. Taylor      |
| (d) Time study                 | (iv) Antiques and paintings   |
| (e) Roaster                    | (v) Carbon dioxide            |
| (f) Ergonomics                 | (vi) Indent                   |
| (g) Salary, wages and benefits | (vii) Working environment     |
| (h) Coach – pupil method       | (viii) Supervisory level      |
| (i) Performance standard       | (ix) Staff scheduling         |
| (j) Requisition                | (x) Quality of work (10x1=10) |

Q.10. A Define the following in one sentence:

- (i) Scald
- (ii) Tight schedule
- (iii) Mentoring
- (iv) SOP
- (v) FFE

B Fill in the blanks:

- (i) The Ecotel implements the 3 R's – Reduce, \_\_\_\_\_, recycle in their day to day operation.
- (ii) \_\_\_\_\_ fuel is formed in the geological past from the remains of living organisms.
- (iii) \_\_\_\_\_ training is virtual medium through which various types of skills can be acquired.
- (iv) \_\_\_\_\_ leadership is also known as authoritarian leadership.
- (v) \_\_\_\_\_ time is period between indenting and item available for use. (5+5=10)

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