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

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)   Differentiate between a capital budget and an operating budget.
      (b)   What are the different ways which the Executive Housekeeper can use to control the expenses of the Housekeeping Department?

                                                                  (5+5=10)

Q.2. (a)   **What is method study?**
      (b)   Explain the step by step procedure of conducting method study.

                                                                  (2+8=10)

Q.3. Calculate the number of room attendants and Housekeeping supervisors required for a 5-star hotel in Mumbai. It has 400 rooms on eight floors. Assume and state any other necessary data.

                                OR

Plan a duty roster for Housekeeping supervisors of a six floor 300 rooms 5-star hotel in Chennai. Assume and state any other necessary data.

                                                                  (10)

Q.4. Explain the principles of purchasing.
                                OR
Discuss the housekeeping services in hospitals in comparison with hotels.

                                                                  (10)

Q.5. Arrange the following in the correct logical sequence and explain **any two**:
      (a)   Frequency Schedule
      (b)   Productivity Standard
      (c)   Inventory Levels
      (d)   Performance Standard
      (e)   Area Inventory List

                                                                  (2+4+4=10)

Q.6. What are the advantages and disadvantages of contracting out housekeeping services?

OR

Explain the methods of pricing contracts.

(10)

Q.7. What is First-Aid? What are the contents of a first-aid box? What first-aid would you give in case a victim is suffering from:
(a)   Fracture in the leg
(b)   Scalding of arm due to hot water

(2+3+5=10)

Q.8. What is the role of the housekeeping department in the conservation of energy and water?

(10)

Q.9. Write briefly on **any four** of the following:
(a)   Induction   (b)   Inspection Checklist   (c)   Work schedules
(d)   Leadership   (e)   Capital budget   (f)   Ergonomics
(g)   Teamwork   (h)   Recycled inventories

(4x2 ½ =10)

Q.10. Match the following:
(a)   Laissez faire   (i)   Taps
(b)   Par   (ii)   Sideboard
(c)   SOP   (iii)   Purchase
(d)   Sauna   (iv)   Suffocation
(e)   Credenza   (v)   Leadership
(f)   Lead time   (vi)   Training
(g)   Buddy   (vii) Standard quantity
(h)   Faucets   (viii) Performance Standard
(i)   CPR   (ix)   Steam Bath
(j)   Asphyxia   (x)   Artificial respiration

(10x1=10)

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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

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(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)

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

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

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(Marks allotted to each question are given in brackets)

_____

Q.1.   (a)   Why is forecasting occupancy levels a critical part of the budget planning process?

        (b)   How can the operating budget be used as a tool to control expenses?

                                                                (5+5=10)

Q.2.   Describe the concepts of minimum quantity and maximum quantity. How do they work together to control non-recycled inventories?

                                OR

        What is par? How do you establish par levels for recycled and non-recycled inventories?

                                                                (2+8=10)

Q.3.   (a)   What type of situations should be assessed, while deciding whether to use outside contractors for cleaning services?

        (b)   Enumerate the housekeeping jobs that can be outsourced.

                                                                (5+5=10)

Q.4.   "The only way to implement standards in the work place is through effective training programs". Plan a four day Refresher Training Program for GRAs.

                                                                (10)

Q.5.   The housekeeping department can strongly influence the success of your property's guest room energy management program. Draw a Housekeeping Energy checklist for guest rooms which will effectively reduce energy consumption.

                                                                (10)

Q.6.   Discuss the various methods of purchasing with their advantages and disadvantages. Give relevant examples for each method.

                                                                (10)

Q.7.   What is work study? Briefly explain what are the stages in work study and how it will assist the Supervisor in the Housekeeping Department.

(2+4+4=10)

OR

Calculate the number of room boys and floor supervisors for a 5-star business hotel with 450 guest rooms having an overall occupancy of 80%. Assume and indicate any required data to justify your answer.

(10)

Q.8.   Explain **any two** in short:
   (a)   Benefits of training
   (b)   Housekeeping in hospitals
   (c)   Methods of pricing contracts

(2x5=10)

Q.9.   Answer in brief:
   (a)   What is the last step of the four step training method and why is it important?
   (b)   How could an incentive program be used as a motivational technique for housekeeping employees?
   (c)   What is the purpose of an area inventory list? What is the ideal way to sequence such a list?
   (d)   Why is it essential to develop an efficient and effective stores control system?

(4x2 ½ =10)

Q.10. **A**   What first-aid would you give in case a victim is suffering from:
   (a)   Fracture in the leg
   (b)   Scalding of arm due to hot water

(2 ½ + 2 ½ =5)

   B   Differentiate between (in once sentence):
   (i)   Compressed work schedules and flextime.
   (ii)   Minimum quantity and safety stock levels.
   (iii) Income statement and operating budget.
   (iv)   Performance standard and productivity standard.
   (v)   Job list and job breakdown.

(5x1=5)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2016-2017

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

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(Marks allotted to each question are given in brackets)

_____

Q.1.   Re-arrange the steps of planning the housekeeping department and explain the importance of each step:
    (a)   Productivity standards   (b)   Inventory levels
    (c)   Performance standards   (d)   Area inventory list
    (e)   Frequency schedule

OR

Distinguish difference between:
    (i)   Performance standard and productivity standards.
    (ii)   Recycle inventory level and non-recycle inventory levels.

(10)

Q.2.   (a)   What are the benefits of time and motion study?
    (b)   Prepare a SOP of bed making with proper format.

(5+5=10)

Q.3.   Design a two day training program to develop the skill of GRA, who have not been meeting the performance and productivity standards.

(10)

Q.4.   Write short notes on **any five**:
    (a)   Job specification   (b)   Job description
    (c)   Bulk purchase   (d)   Cash and carry
    (e)   Split shift   (f)   Source of recruiting
    (g)   C.P.R.

(5x2=10)

Q.5.   Calculate minimum and maximum stock of soap in a 300 room 5-star properties.
    (a)   No. of soaps per room-2
    (b)   1 SPU – 1200 bars of soap
    (c)   Lead time 10 days
    (d)   Days between orders – 30 days

(10)

Q.6.   Public area cleaning is very frequently given to contractor cleaners.   What measures should be taken while using any outsources services in a hotel?

OR

What are the pricing methods of contract services?

(10)

Q.7.   Calculate the no. of GRA to be scheduled at 70% occupancy for a 300 room's hotel. Prepare a straight shift duty roaster for all shifts.

(10)

Q.8.   (a)   What is the control procedure to be followed in hospital housekeeping to ensure proper environment for patients?
        (b)   What are the factors you will keep in mind, while making housekeeping budget?

(5+5=10)

Q.9.   How would you handle the following situations?
        (a)   Eye injury to a guest
        (b)   Burn due to hot water in arm while cooking
        (c)   Snake bite while strolling in garden
        (d)   Choking while eating (for a child)

(4x2 ½ =10)

Q.10. **A**   While recruiting a housekeeping supervisor, what are the attributes you will look for?
        B   Fill in the blanks:
        (a)   _____ in an agreement to provide a special quantity of listed items for a period of time on an agreed price.
        (b)   _____ details how the technical duties of a job should be performed.
        (c)   _____ offers competitive price, wide range of products, with no credit and transportation facilities.
        (d)   _____ allows employee to select the hours he or she will work.
        (e)   All items are supplied by single supplier is _____.

(5+5=10)

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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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