

ROLL No.....

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

(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)
