

ROLL No.....

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)

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- 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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