

ROLL No.....

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)
