

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

COURSE : 5th Semester of 3-year B.Sc.in H&HA (**Specialisation**)
SUBJECT : Accommodation Management – IV
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What are the potential sources of recruitment? Explain the internal and external recruiting techniques of staffing the housekeeping department.

OR

Training and development have similar goals to achieve in an organisation. Elucidate your answer with the need and benefits of training.

(10)

Q.2. Productivity standards define the acceptable quality of work to be done by trained employees who perform their work according to established performance standard. Explain how to determine productivity standards and enhance the same.

OR

How do you develop a staffing guide? What factors will you keep in mind while planning a work schedule?

(10)

Q.3. What are the benefits of performance evaluation? List the obstacle to effective performance evaluation.

OR

What is scheduling of staff? Describe in detail and devise a duty roaster for five supervisors of a luxury resort hotel.

(10)

Q.4. Illustrate a purchase cycle and differentiate between a purchase requisition and purchase order.

(10)

Q.5. Define budgets and budgetary controls. Discuss key elements of an operational budget.

(10)

Q.6. "Outsourcing has become the order of the day". Identify areas and enumerate factors to be considered while taking into account a contractor's services.

(10)

Q.7. Write in brief about the following (**any five**):

- (a) Zero based budgeting
- (b) Blanket purchasing
- (c) MSDS
- (d) Performance appraisal
- (e) Lead time quantity
- (f) Induction
- (g) Work study

(5x2=10)

Q.8. Discuss **any four** methods of purchasing. What factors will you keep in mind while identifying a supplier?

(10)

Q.9. Distinguish between a job list and a job description with appropriate examples.

(10)

Q.10. A leader creates conditions that motivate the employees to attain goals. Discuss in detail as to how different leadership style motivate employees to perform at peak levels.

(10)
