

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2019-2020

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. Define planning. What are the different types of planning? Elaborate with example. (3+7=10)
- Q.2. "The management functions of planning, organizing, leading and controlling are widely considered to be the best means of describing the manager's job". Explain how a manager establishes control within the department. (10)
- Q.3. Define method study. State the purpose of conducting a method study. What are the steps involved in conducting a method study? Explain briefly. (2+3+5=10)
- OR**
- What is work measurement? What is the purpose of conducting work measurement? Explain **three** different methods with appropriate formula/calculation to conduct work measurement. (2+2+6=10)
- Q.4. Differentiate between:
 (a) Performance standard and productivity standards
 (b) Training and orientation
 (c) Wholesale and Retail buying techniques
- OR**
- How would you handle the following situations?
 (a) Pesticides sprayed in eyes by accident
 (b) A staff fell from staircase and injured ankle
 (c) A child walked in the hotel with bleeding nose. (3x5=15)
- Q.5. Calculate number of GRA (Guest Room Attendant) required for a 300 room five-star hotel for all shifts at an average occupancy level of 70% and draw a duty roster. (3+7=10)
- Q.6. Some of the housekeeping guest room attendants are working in the company for 15 years approximately who are also reluctant to update themselves and accept the changes in the organization. As a housekeeper what will be your course of action to update/train them and retain them? Explain with designing two days appropriate training plan. (10)
- Q.7. There are numerous methods and materials with the most effective training techniques available to help you. Prepare and equip employees to better do their jobs. As per you, what are the best method (**any three each**) for on-the-job and off-the-job training in housekeeping department? (10)
- OR**
- What is waste management? State **five** different types of waste which is generated in hotel and provide solution for cutting down on such waste. (10)
- Q.8. Write short notes on **any two**:
 (a) Centralized purchasing (b) Capital budget (c) Job specification (2x2 ½ =5)
- Q.9. What are the pricing methods in case an organization is planning to use some contract services for the hotel? (10)
- OR**
- 'LEED certification depends on a 100 points scoring'. What is LEED? What are the different categories a hotel can earn these points from? Explain briefly each category with appropriate examples. (10)
- Q.10. What is the role of the housekeeping department in conservation of energy and water for a hotel? (10)
