

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2014-2015**

COURSE : 2<sup>nd</sup> Semester of Post Graduate Diploma in  
Accommodation Operations & Management  
SUBJECT : Accommodation Management  
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. Draw an organisation chart of HK department for a 300 rooms 5-star hotel.  
Discuss about the attributes required in a housekeeping staff.

(5+5=10)

Q.2. Explain the inter-departmental co-ordination of housekeeping and front office in  
the hotels.

(10)

Q.3. (a) What are the jobs which can be outsourced in housekeeping?  
(b) What are the guidelines for hiring contract providers?  
(c) Explain the methods of pricing contracts.

(2+4+4=10)

**OR**

(a) What are the principles followed in purchasing goods for the  
housekeeping?  
(b) Explain **any two** methods of purchasing in detail

(5+5=10)

Q.4. (a) What do you mean by "Safety" and "Security"?  
(b) Explain the 3E's of safety.

**OR**

Explain the procedure followed in case of:

(a) Bomb threat  
(b) Fire in the lobby

(5+5=10)

Q.5. Write **ten** ways of water conservation followed in the hotels.

**OR**

Explain the housekeeping department's role in opening of a new hotel.

(10)

Q.6. Write short notes (**any two**):

- (a) Waste Disposal
- (b) Controlling Expenses of housekeeping
- (c) Duty roster

(2x5=10)

Q.7. What is Pest Control? Give methods of eradicating **any four** pests commonly found in the hotel.

(2+8=10)

**OR**

Plan a **five** day training program for floor supervisors who have newly joined the hotel.

(10)

Q.8. Explain the following:

- (a) Job description
- (b) Job specification
- (c) Job breakdown
- (d) Task list

(4x2 ½ =10)

Q.9. Differentiate between (**any two**):

- (a) Capital budget and operating budget.
- (b) Class A and Class C fire.
- (c) Productivity standard and performance standard.

(2x5=10)

Q.10. **A** Fill in the blanks:

- (a) \_\_\_\_\_ is a detailed list which includes all the items to be cleaned in a particular area.
- (b) \_\_\_\_\_ is a person who supervises the upkeep of gardens.
- (c) When an employee is sent to another department for exposure it is referred to as \_\_\_\_\_ training.
- (d) A schedule which indicates how often an item needs to be cleaned is \_\_\_\_\_.
- (e) The highest number of purchase units that should be in stock at any given point of time is referred to as \_\_\_\_\_.

**B** Match the following:

- |                            |                            |
|----------------------------|----------------------------|
| (i) CPR                    | (a) Evaluation             |
| (ii) Performance Appraisal | (b) Job allocation         |
| (iii) Soap                 | (c) Ecotel                 |
| (iv) Solar lights          | (d) First aid              |
| (v) Team cleaning          | (e) Non-recycled inventory |

(5+5=10)

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