

Roll No.

Total No. of Pages : 02

Total No. of Questions : 18

BHMCT (Sem.-5)

**ACCOMMODATION OPERATIONS & MANAGEMENT**

Subject Code : BHMCT-507-18

M.Code : 78553

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

**SECTION-A**

**Answer briefly :**

- 1) What is refresher training?
- 2) What do you mean by Pathway chart?
- 3) What is Job list & Job Procedure?
- 4) Write any two examples of Variable operating expenses.
- 5) Write any two examples of Capital expenses.
- 6) Expand YMCA.
- 7) What is Blanket order purchasing?
- 8) What is Outsourcing?
- 9) Differentiate between Safety & Security.
- 10) Expand GRN & SWB.

## SECTION-B

- 11) Discuss importance of Team work & Leadership in hotel housekeeping operations.
- 12) Describe the Budget planning process.
- 13) Discuss responsibilities of housekeeper in hospitals.
- 14) List out advantages & disadvantages of contract services in hotel housekeeping operations of a large hotel.
- 15) Discuss various methods of buying adopted in housekeeping operations.

## SECTION-C

- 16) Discuss various ways for energy & water conservation in housekeeping operations?
- 17) What do you mean by contract services? Discuss its types? List guidelines to be followed while hiring contract services?
- 18) Write short notes on the following :
  - a) Calculating staff strength in housekeeping operations of a large hotel.
  - b) Job allocations & work schedules.

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**