

B.Sc. (HOSPITALITY AND HOTEL ADMINISTRATION) SEM – VI
(CBCS - 2016 COURSE) SUMMER: 2019
SUBJECT: ACCOMMODATION MANAGEMENT

Day : Monday Time : 2.00 P.M. To 4.30 P.M.
Date : 08.04.2019 S-2019 - 2444 Max. Marks : 60

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks
- 3) Answers to both the sections should be written in **SEPARATE** answer books.

SECTION I

- Q.1** Explain the following terms (**ANY SIX**) (06)
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|-----------------------------|---------------------|
| i) Flexible Budget | v) Job breakdown |
| ii) Yield Management | vi) Wing Chair |
| iii) Cantilevered Furniture | vii) Cross Training |
| iv) Induction | viii) Louvres |
- Q.2** Attempt **ANY THREE** out of the following: (12)
- a) Write a short note on i) Capital Budget ii) Operating budget
 - b) What is a time and motion study?
 - c) Discuss any four Accessories used in a hotel guestroom.
 - d) Explain the Application of HACCP in housekeeping.
- Q.3** Attempt **ANY THREE** out of the following: (12)
- a) List and explain any two examples of Capital Expenses.
 - b) What legal aspects should executive housekeeper bear in mind while scheduling employees?
 - c) Describe the care and cleaning of blanket and duvet.
 - d) Discuss the advantages of brand standard audit in housekeeping.

SECTION II

- Q.4** Explain the following terms (**ANY SIX**) (06)
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|--------------------------------|-----------------------------------|
| i) Refurbishing | v) Facility Management |
| ii) Personal Digital Assistant | vi) Snag List |
| iii) Graveyard Shift | vii) Voice over internet protocol |
| iv) Countdown | viii) Contingency plan |
- Q.5** Attempt **ANY THREE** out of the following: (12)
- a) Write a short note on
i) Minor Renovation ii) Restoration
 - b) Explain the concept of zero waste budgeting.
 - c) Write a short note on role of housekeeping department in cruise ships.
 - d) Explain the importance of Property Management System in housekeeping.
- Q.6** Attempt **ANY THREE** out of the following (12)
- a) What is a re-decoration? Enumerate the pre decoration procedures.
 - b) Why is team scheduling of a staff recommended in a new property?
 - c) What are the responsibilities of a hospital housekeeping team.
 - d) Write a short note on
i) Information technology in Housekeeping
ii) Corporate Housekeeping

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