

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.

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B.H.M.C.T. (Sem.-5)

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Subject Code : BHMCT507-18

M.Code. : 78553

Date of Examination : 28-11-2024

Time : 3 Hrs.

Max. Marks : 60

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SECTION-A

1. Write short notes on:

- a) Job Allocation
- b) Duty Roaster
- c) Non Recycled Inventory
- d) Buffer Stock
- e) Bin Card
- f) Domestic Bursar
- g) Challenges faced by a Mall Housekeepers
- h) Class B Fire
- i) Fire Drill
- j) On the job training

SECTION-B

2. Describe the frequency schedules for cleaning different areas in a hotel.
3. Explain the steps involved in the budget process.
4. What are the different methods of buying used in purchasing systems?
5. How does housekeeping in hospitals differ from that in hotels?
6. Describe the guidelines that should be followed when hiring contract services for the housekeeping department.

SECTION-C

7. What are performance and productivity standards in housekeeping and how are they established and monitored?
8. What are some common housekeeping tasks in residential establishments, and how do these tasks differ from those in hotels?
9. How should hotel staff handle the situation if a guest dies in their room? What is the process for notifying the authorities and the guest's family members?

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