BHMCT
(SEM VIII) THEORY EXAMINATION 2017-18
ADVANCED HOTEL HOUSEKEEPING

Time: 3 Hours   *Total Marks: 100*

Note: 1. Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

1.   **Attempt *all* questions in brief.**   **2 x 10 = 20**

    a.   What is a Job Analysis?
    b.   Define Amenities.
    c.   What are Supplies?
    d.   What is a Hand Caddy?
    e.   What are Janitorial Services?
    f.   What is Zero Based Budgeting?
    g.   What are Performance Standards?
    h.   What are SOP?
    i.   What is an Ecotel?
    j.   What is Budget?
    k.   What is MBO?
    l.   What is a Patio?
    m.   What are Fringe Benefits?

SECTION B

2.   **Attempt any *three* of the following:**   **10 x 3 = 30**

    a.   Write a note on Recruiting & Hiring of Employees.
    b.   What do you understand by Orienting & Training, Explain
    c.   Explain the importance of Leadership & Teamwork
    d.   Write a note on Employee welfare & Discipline.
    e.   What is Performance Appraisal? Explain as Motivation tool.

SECTION C

3.   **Attempt any *one* part of the following:**   **10 x 1 = 10**

    (a) Make a format of Area Inventory List for a Hotel Guest Room of a 5 star Hotel
    (b) What is an Area Inventory List, explain the uses and importance.

4.   **Attempt any *one* part of the following:**   **10 x 1 = 10**

    (a) What is Inventory, explain Inventory control.
    (b) What is a Par Stock, explain the par level of Bed Sheets for a 100 rooms hotel.

5. **Attempt any *one* part of the following:**   **10 x 1 = 10**

   (a) What is a Budget? Explain the various types of Budgets.
   (b) Write the Budget Planning Process.

6. **Attempt any *one* part of the following:**   **10 x 1 = 10**

   (a) What is a Duty Roster, explain the advantages
   (b) Draw Duty Roster Chart for a 60 rooms hotel during full occupancy.

7. **Attempt any *one* part of the following:**   **10 x 1 = 10**

   (a) What are the 3 R's of Environmental Conservation? Explain the 5 globes of Ecotels
   (b) What is Energy Conservation? Explain with a few steps.