

Paper Id:

174223

Roll No.

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BHMCT
(SEM VIII) THEORY EXAMINATION 2018-19
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 Break Down?
 - (b) Define Amenities.
 - (c) What are BARS?
 - (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) Make a format of Area Inventory List for a Hotel Guest Room of a 5 star Hotel
 - (c) What is a Par Stock, explain the par level of Bed Sheets for a 100 rooms hotel.
 - (d) Draw Duty Roster Chart for a 40 rooms hotel during full occupancy.
 - (e) What is Performance Appraisal? Explain as Motivation tool.

SECTION C

- 3. Attempt any one part of the following: 10 x 1 = 10**
- (a) What do you understand by Orienting & Training, Explain
 - (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) Explain the importance of Leadership & Teamwork.
- 5. Attempt any one part of the following: 10 x 1 = 10**
- (a) What is a Duty Roster, explain the advantages
 - (b) What is Energy Conservation? Explain with a few steps.
- 6. Attempt any one part of the following: 10 x 1 = 10**
- (a) What is a Budget? Explain the various types of Budgets.
 - (b) Write a note on Employee welfare & Discipline.
- 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) Write the Budget Planning Process.