

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.

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