	Utech
Name :	
Roll No.:	The Desire of Exercising and Exercised
Invigilator's Signature :	

CS/BHSM/SEP.SUPPLE/SEM-5/HPM-504/2012 2012

Full Marks: 70

ACCOMMODATION OPERATIONS

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

GROUP - A

(Multiple Choice Type Questions)

- 1. Choose the correct alternatives for any ten of the following: $10 \times 1 = 10$
 - i) Full form of SOP is

Time Allotted: 3 Hours

- a) Standard operating procedure
- b) Standard operation procedure
- c) Standard operating profile
- d) None of these.
- ii) Graveyard shift is
 - a) Night shift
- b) Morning shift
- c) Evening shift
- d) Afternoon shift.
- iii) Cross training is
 - a) inter-departmental training
 - b) intra-departmental training
 - c) both of (a) and (b)
 - d) none of these.

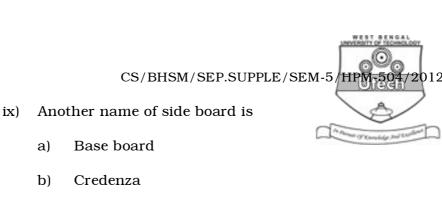
SS-09 Turn over

CS/BHSM/SEP.SUPPLE/SEM-5/HPM-504/2012



- iv) ARR is
 - a) Arrival room rate
 - b) Average room rate
 - c) All room rate
 - d) none of these.
- v) A room in need of housekeeping services before it can be registered to an arriving guest is known as
 - a) Off change room
- b) Offer change room
- c) On change room
- d) None of these.
- vi) Hair dryer is an example of
 - a) Guest essentials
- b) Guest expendables
- c) Guest loan items
- d) None of these.
- vii) The guided adjustment of a new employee to the organization is known as
 - a) Induction
- b) Motivation
- c) Laissez faire
- d) Job list.
- viii) Expenses for linen items is
 - a) fixed operating cost
 - b) semi-variable operating cost
 - c) variable operating cost
 - d) none of these.

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Credenza b)

a)

- Faucet c)
- d) None of these.
- The study of people in relation to their working X) environment is
 - a) Job specification
 - Work studies b)
 - Orientation c)
 - Ergonomics. d)
- Two rooms situated on two successive floors are known xi) as
 - Parlor a)

b) Quad

c) Lanai

Duplex. d)

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

- Define the following terms : 2.
 - Contract a)
 - b) Deep cleaning
 - Out-sourcing. c)

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- 3. What is Rota?
- 4. What is budget? Discus its importance.



- 5. Discussed the lost and found procedure with appropriate formats.
- 6. Explain the function of control-desk supervisor.

GROUP - C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

- 7. What do you mean by Budget ? What are the purposes of making budget ?
- 8. What is "Job description" ? Write a job description of Public Area Supervisor.
- 9 Classification of "Fire". What are the preventions of Fire?
- 10. What do you mean by "First Aid"? Name the equipment and medicines which are possess in a "First Aid" Box.
- 11. What are the primary principles of purchasing? Discuss them in brief.

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