



Name :

Roll No. :

Invigilator's Signature :

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

2012

ACCOMMODATION OPERATIONS

Time Allotted : 3 Hours

Full Marks : 70

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
 - 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.



- 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.



- ix) Another name of side board is
- a) Base board
 - b) Credenza
 - c) Faucet
 - d) None of these.
- x) The study of people in relation to their working environment is
- a) Job specification
 - b) Work studies
 - c) Orientation
 - d) Ergonomics.
- xi) Two rooms situated on two successive floors are known as
- a) Parlor
 - b) Quad
 - c) Lanai
 - d) Duplex.

GROUP – B

(Short Answer Type Questions)

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

2. Define the following terms :

- a) Contract
- b) Deep cleaning
- c) Out-sourcing.

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3. What is Rota ?
4. What is budget ? Discuss 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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