Printed Pages: 01 **Sub Code:HMCT804**

Paper Id: 174223 **Roll No.** | | | | | | | | | | |

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.

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