

[Time: 2½ Hours]

[Marks:75]

Please check whether you have got the right question paper.

N.B:

1. Figures on the right indicate full marks.
2. Assume suitable data if required.
3. Formats and sketches should be neatly drawn.

1. Attempt any Four questions: 20
 - a) What are the types of budgets categorized by 'types of Expenditure'?
 - b) Draw the format for calculating Employee Benefit Expenses.
 - c) What are the various methods of controlling operating expenses?
 - d) Write the duties and responsibilities of a Linen room supervisor.
 - e) Write the duties and responsibilities of a public area supervisor.
 - f) Explain 'forecasting room sales' and 'cost per occupied room'.
 - g) Write a note on Income statement.
 - h) What are the methods adopted in controlling costs in guestrooms and public areas?
2. Attempt any Four questions: 20
 - a) How are accessories selected and placed?
 - b) What are the various factors considered in selection of furniture?
 - c) Write in detail about any three types of furniture.
 - d) Draw a neat layout of a double room mentioning the dimensions of all furniture (in feet).
 - e) Write the checklist of house-keeping responsibilities to be met three months before the opening of a hotel.
 - f) Mention the various factors kept in mind while arranging furniture.
 - g) Jot down the checklist of House-keeping department's responsibilities to be met six weeks before opening of a new hotel.
 - h) Write about the various types of wood (any 3) used in making of furniture.
3. Attempt any Four questions: 20
 - a) What are the three Es of safety?
 - b) Mention any Ten potential hazards in the House-keeping department.
 - c) Mention any five causes of accidents in hotels.
 - d) Draw a format of an accident report form for employees.
 - e) Write any five principles of first-aid.
 - f) What are ABCs of artificial respiration?
 - g) What first-aid would be provided to a guest who has had an attack / suffering of / from :
i)Nose bleeding ii)fainting
 - h) Mention any five steps taken to deal with terrorism in a hotel.
4. Attempt any Five questions: 15
 - a) What are the functions of accessories?
 - b) What do you mean by an 'area responsibility plan'?
 - c) Write the duties and responsibilities of a Uniform room supervisor.
 - d) Mention about the types of budget categorized by the 'departments' involved.
 - e) Draw the format for calculating expenses for salaries and wages.
 - f) What are the methods adopted in controlling costs in Horticulture?
 - g) What is 'job safety analysis'?
 - h) Classify Fire and write in brief about each.
 - i) What is CPR?
 - j) Write a short note on 'Electronic locks'.

[Time: 2½ Hours]

[Marks: 75]

Please check whether you have got the right question paper.

N.B:

1. Figures on the right indicate full marks.
2. Assume suitable data if required.
3. Formats and sketches should be neatly drawn.

1. Attempt any Four questions:

- a) What are the types of budgets categorized by 'types of Expenditure'?
- b) Draw the format for calculating Employee Benefit Expenses.
- c) What are the various methods of controlling operating expenses?
- d) Write the duties and responsibilities of a Linen room supervisor.
- e) Write the duties and responsibilities of a public area supervisor.
- f) Explain 'forecasting room sales' and 'cost per occupied room'.
- g) Write a note on Income statement.
- h) What are the methods adopted in controlling costs in guestrooms and public areas?

20

2. Attempt any Four questions:

- a) How are accessories selected and placed?
- b) What are the various factors considered in selection of furniture?
- c) Write in detail about any three types of furniture.
- d) Draw a neat layout of a double room mentioning the dimensions of all furniture (in feet).
- e) Write the checklist of house-keeping responsibilities to be met three months before the opening of a hotel.
- f) Mention the various factors kept in mind while arranging furniture.
- g) Jot down the checklist of House-keeping department's responsibilities to be met six weeks before opening of a new hotel.
- h) Write about the various types of wood (any 3) used in making of furniture.

20

3. Attempt any Four questions:

- a) What are the three Es of safety?
- b) Mention any Ten potential hazards in the House-keeping department.
- c) Mention any five causes of accidents in hotels.
- d) Draw a format of an accident report form for employees.
- e) Write any five principles of first-aid.
- f) What are ABCs of artificial respiration?
- g) What first-aid would be provided to a guest who has had an attack / suffering of / from :
i) Nose bleeding ii) fainting
- h) Mention any five steps taken to deal with terrorism in a hotel.

20

4. Attempt any Five questions:

- a) What are the functions of accessories?
- b) What do you mean by an 'area responsibility plan'?
- c) Write the duties and responsibilities of a Uniform room supervisor.
- d) Mention about the types of budget categorized by the 'departments' involved.
- e) Draw the format for calculating expenses for salaries and wages.
- f) What are the methods adopted in controlling costs in Horticulture?
- g) What is 'job safety analysis'?
- h) Classify Fire and write in brief about each.
- i) What is CPR?
- j) Write a short note on 'Electronic locks'.

1