

Printed Pages : 2



NBHM-504

(Following Paper ID and Roll No. to be filled in your Answer Book)

**PAPER ID : 174510**

Roll No.

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**B. H. M. C. T.**

(SEM. V) (ODD SEM.) THEORY

EXAMINATION, 2014-15

**HOTEL HOUSEKEEPING - V**

Time : 2 Hours]

[Total Marks : 50

**PART – A**

1 Attempt any four questions : **3×4=12**

- (a) Draw the format of duty Rota. Explain its importance.
- (b) What is par stock? Explain its importance.
- (c) Discuss the term physical survey and work specification.
- (d) What do you understand by performance standard?
- (e) Elaborate GRN.

**PART – B**

**2** Attempt any four questions : **3×4=12**

- (a) What is work analysis?
- (b) What is renovation? Explain the various types of renovation.
- (c) What is stock taking and why it is important?
- (d) What is the procedure that needs to be carried out prior redecoration of a hotel?
- (e) What do you understand by crisis management? And discuss the various reasons for the crisis in the hotel.

**3** Attempt any **two** questions : **6×2=12**

- (a) How many types of purchasing used in the housekeeping department? Explain.
- (b) What is contract? Discuss the various jobs that can be given on contract.
- (c) How would you handle a VIP guest in a hotel?

**PART - C**

**4** Attempt any two questions : **7×2=14**

- (a) Write a short note on loss prevention.
- (b) Discuss various method of pricing. Explain any one method.
- (c) What steps needs to be taken to reduce employee and guest theft?