

Printed Pages : 2



NBHM-704

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

**PAPER ID : 174710**

Roll No.

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

(SEM. VII) (ODD SEM.) THEORY  
EXAMINATION, 2014-15  
**ADVANCED HOTEL HOUSEKEEPING**

Time : 2 Hours]

[Total Marks : 50

**PART - A**

- 1 Attempt all question : **6×2=12**  
Define the following terms :
- Job Specification
  - House Telephone
  - Productivity Standard
  - Cross Training
  - Fringe benefit
  - Capital budget.

**PART - B**

- 2 Attempt any three questions : **4×3=12**
- What is budget ? Discuss its important.
  - Explain time study and motion study.

- c) Discuss methods that may be adopted by eco- sensitive hotel for energy conservation.
- d) What is team work and write down its importance?

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

- a) Explain the different types of budget.
- b) Discuss the criteria required for the ecotel certification.
- c) What are the steps involved for making the duty roster?

### **PART - C**

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

- a) What are the three 'R' of environmental conservation?  
In what ways the ecotel manage the waste generated on their premises?
  - b) Describe the stages in purchasing.
  - c) Motivation is the result of satisfying the basic needs of the employee. Discuss.
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