

**BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)**

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : VII
SESSION : MO/18**

SUBJECT: HM7035 ACCOMMODATION MANAGEMENT

TIME: 3 HRS.

FULL MARKS: 60

INSTRUCTIONS:

1. The question paper contains 7 questions each of 12 marks and total 84 marks.
 2. Candidates may attempt any 5 questions maximum of 60 marks.
 3. The missing data, if any, may be assumed suitably.
 4. Before attempting the question paper, be sure that you have got the correct question paper.
 5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
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- Q.1(a) What is a Budget? [2]
Q.1(b) What is a Fixed Budget? Explain how is it different from Flexible Budget. [4]
Q.1(c) Explain various steps in preparing an Operational Budget. [6]
- Q.2(a) Describe the term "Slab Design" in House-keeping planning. [2]
Q.2(b) What is a Boutique Hotel? [4]
Q.2(c) Explain the five zone of a Guest-room in a Hotel. [6]
- Q.3(a) Describe the term Work Schedule. [2]
Q.3(b) Explain the factors which should be considered while planning for manpower in housekeeping department of a hotel. [4]
Q.3(c) What is a Duty roster? Explain the steps involved in making Duty Roster. [6]
- Q.4(a) What measure should be taken at Hotel's public area for Handicapped Guest? [2]
Q.4(b) Explain the category of handicapped guest in a hotel. [4]
Q.4(c) What all modification should be done by Hotel to accommodate handicapped guest? [6]
- Q.5(a) What is Ecotel? [2]
Q.5(b) Explain various Solid Waste Management measures taken by hotels. [4]
Q.5(c) Write short notes on: [6]
 (i) Energy Efficiency in Hotel Industry
 (ii) Environmental Commitment in Hotel Industry
- Q.6(a) What is attitudinal complain which are received in the Housekeeping? [2]
Q.6(b) Explain why good coordination between Housekeeping and maintenance is important for the success of a hotel? [4]
Q.6(c) It's the service of Housekeeping that receive maximum complaints. Comment on the statement giving suitable example. [6]
- Q.7(a) Why waste disposal is important in Hospital? [2]
Q.7(b) Write short notes on: [4]
 (i) Fumigation
 (ii) Deep Cleaning in Hospital.
Q.7(c) Hospital Housekeeping is different from hotel housekeeping. Comment on the statement giving suitable example. [6]

:::03/12/2018:::M