

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-4)
ACCOMMODATION OPERATIONS & MANAGEMENT

Subject Code : BHMCT-507-18

M.Code. : 78553

Date of Examination : 19-12-2022

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students has to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students has to attempt any **TWO** questions.

SECTION-A

- 1. Write short notes on :**
- a) Operating expenses
 - b) What is staffing guide?
 - c) Performance standards
 - d) Division of work document
 - e) What is budget?
 - f) What is capital budget?
 - g) Open market purchase
 - h) What is terminal cleaning?
 - i) Define contract.
 - j) Define safety and security.

SECTION-B

2. Write a note on fire extinguishers.
3. What are standard operating manuals and discuss its importance?
4. Discuss the various techniques that may be used in performing time and motion study.
5. Explain the purchasing procedures for guest supplies.
6. Discuss the advantages and disadvantages of contract services.

SECTION-C

7. What steps need to be taken by an employee in case of fire emergency?
8. Discuss the importance of teamwork and leadership in housekeeping.
9. Discuss in detail the budget planning process.

NOTE : Disclosure of Identity by writing Mobile No. or Marking of passing request on any paper of Answer Sheet will lead to UMC against the Student.