

CP-9859

Sub. Code

90411

P.G. DIPLOMA EXAMINATION, NOVEMBER 2018

First Semester

Hotel Accommodation Management

FRONT OFFICE OPERATIONS

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define hotel.
2. Mention different types of hotel operations.
3. What is Bermuda plan?
4. What is pent house?
5. Expand F.I.T and G.I.T.
6. What do you mean by tariff?
7. Define check out.
8. What is unpaid account balance?
9. Write the formulae for multiple occupancy %.
10. What is group booking lead time?

Part B**(5 × 5 = 25)**Answer **all** questions.

11. (a) Classification of the hotels. Explain.

Or

- (b) Write short notes on :

- (i) Heritage hotels
- (ii) Apart hotels
- (iii) Time share hotels
- (iv) Condominium hotels
- (v) Atrium hotels.

12. (a) Draw a layout of front office department and mention different equipments used in front office.

Or

- (b) Importance of front office department. Explain.

13. (a) Draw a format of reservation enquiry form.

Or

- (b) Write about sources of reservation in detail.

14. (a) Briefly explain about potential checkout problems.

Or

- (b) State a detail accounts on collection of accounts.

15. (a) Write short notes on :
- (i) Potential average single rate
 - (ii) Potential average double rate
 - (iii) Rate spread
 - (iv) Potential average rate
 - (v) Room rate achievement factor.

Or

- (b) Explain-yield, concept of yield management, measuring yield and identical yields.

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Draw an organisational structure of medium 50-200 rooms hotels and write about essential qualities of front office staff.

Or

- (b) Elaborately explain about different types of operations (Hotel).

17. (a) Classify different types of rooms (minimum 10 types of rooms).

Or

- (b) Draw a hierarchy of front office staff for large hotel and write the duties and responsibilities of front office manager.

18. (a) Explain :
- (i) Equivalent occupancies
 - (ii) Required non-room revenue per guest
 - (iii) Group booking data
 - (iv) Group booking pace
 - (v) Transient room sales.

Or

- (b) Write short notes on :
- (i) Anticipated group business
 - (ii) Displacement on transient business
 - (iii) Minimum length of stay
 - (iv) Close to arrival
 - (v) Hurdle rate.
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CP-9860

Sub. Code

90412

P.G. DIPLOMA EXAMINATION, NOVEMBER 2018

First Semester

Hotel Accommodation Management

HOUSE KEEPING MANAGEMENT

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define spring cleaning.
2. Mention different types of rooms.
3. What is stain removal?
4. Name four different types of brushes used in housekeeping department.
5. List out different types of guest room linens.
6. What is dry cleaning?
7. Define room report.
8. Give any three important role of colour schemes in guest room.
9. What is pest control?
10. Name the two chemical (or) cleaning agent which are used to clean silver and brass.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Draw an organisational structure of medium hotel (50-200) rooms and write a duties and responsibilities of housekeeping floor supervisor.

Or

- (b) Write short notes on :
- (i) Daily cleaning
 - (ii) Weekly cleaning
 - (iii) Spring cleaning
 - (iv) Cabana
 - (v) Quad room.
12. (a) Classify different types of cleaning equipments and write its selection factors.

Or

- (b) List out five different types of stains and explain how to remove it.
13. (a) Write about different types of laundry equipments used in housekeeping department.

Or

- (b) Draw a layout of linen room and explain the importance of linen room.

14. (a) Write the importance of Interior decoration, lighting and ventilation.

Or

- (b) How do you prepare room report, check list and maintenance requisitions?

15. (a) List out different classes of fire and mention various fire extinguishers used in hotel.

Or

- (b) Mention different types of pest and write about how to control the pest and eradicate.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw a hierarchy of housekeeping staff for a large hotel (more than 200 rooms) and explain the role of executive housekeeper.

Or

- (b) Classify different types of cleaning agents, composition and its selection factors.

17. (a) Briefly explain : Laundry procedures, dry cleaning and laundry equipments.

Or

- (b) Write the role and importance of flower arrangements, give examples for different styles of flower arrangements.

18. (a) Write step by step procedure for 'BED-MAKING' and also explain morning and evening service.

Or

- (b) Write the procedures for cleaning following surfaces:
- (i) Silver
 - (ii) Brass
 - (iii) Glass
 - (iv) Floor
 - (v) Plastic surface
 - (vi) Leather
 - (vii) Vinyl
 - (viii) Wooden surface
 - (ix) Granite
 - (x) Carpet surface.

CP-9861

Sub. Code

90413

P.G. DIPLOMA EXAMINATION, NOVEMBER 2018

First Semester

Hotel Accommodation Management

HOTEL AND CATERING LAWS

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Law of contract?
2. Define Guest Reservation.
3. Mention some points to evict a guest.
4. What is Bailment?
5. Adultration – Define.
6. What are Torts and Negligence?
7. Write about duty to receive a guest.
8. Who is patron?
9. What are statutory limits on hotel's liability?
10. Define Rate control.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Distinguish between Federal Court decisions and state court decision.

Or

- (b) Explain contract and write about Importance of contract.

12. (a) Define – Guest Law Suits for damages.

Or

- (b) Write about duty to receive and rights to refuse guests (or) person.

13. (a) Duty to protect guests and reasonable care – Explain.

Or

- (b) Write short notes on:

- (i) Torts
- (ii) Patrons
- (iii) Tenant
- (iv) Lost and Found
- (v) Visitors.

14. (a) Describe about Automobiles (or) Assets of guests and other loss of property.

Or

- (b) State some points for Hotels defences to liability claims.

15. (a) Write about a role of Food Inspector.

Or

(b) Mention various Acts about preventing food adulteration in India.

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about various Laws suits for Hotels, Motels and Inns

Or

(b) Draw the format of Guest Reservation Form and detail about overbooking and its procedure.

17. (a) Hotel's policy on theft, fire and accident occurs to guest during his stay – Explain.

Or

(b) Mention various factors to be considered; Regarding guest property.

18. (a) Discuss about uniform commercial code, strict liability, truth-in-Menu and labelling laws.

Or

(b) Describe various functions and role of central Food lab to prevent consumer from food adulteration.

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90411

P.G. DIPLOMA EXAMINATION, NOVEMBER 2018

Non-Semester

Hotel Accommodation Management

FRONT OFFICE OPERATIONS

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(5 × 6 = 30)

Answer **all** questions.

1. (a) Give a brief note on introduction and growth of hotel industry in India.

Or

- (b) How to classify a Hotel?

2. (a) Sketch the layout of front office and different equipments in front office.

Or

- (b) Brief the detailed ideal qualities and attributes with emphasis on personal grooming.

3. (a) Discuss the sources of reservation.

Or

- (b) Describe the importance of reservation.

4. (a) Write a short note on :
- (i) Folio
 - (ii) Voucher
 - (iii) Ledger.

Or

- (b) What is a potential average single rate and double rate?
5. (a) What are the elements in yield management?

Or

- (b) What is the difference between In-House security and contract security service?

Part B

(3 × 10 = 30)

Answer any **three** questions.

6. Mention the different types of operation and explain in detail.
7. Explain different types of room.
8. How to do reservation and registration?
9. Write a short note on :
- (a) Over booking
 - (b) No show
 - (c) Plan position
 - (d) Minus position.
10. How to do group rooms sales?
11. How to implement revenue strategies?

CP-9863

Sub. Code

90412

P.G. DIPLOMA EXAMINATION, NOVEMBER 2018

Non-Semester

Hotel Accommodation Management

HOUSE KEEPING MANAGEMENT

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(5 × 6 = 30)

Answer **all** questions.

1. (a) Explain the importance of house keeping in a Star Hotel.

Or

- (b) How will you clean an Guest Room?

2. (a) List out different types of cleaning agents and equipments used in H/K department and explain their uses.

Or

- (b) How will you select the cleaning equipments for H/K department? Explain with points.

3. (a) Explain elaborately about laundry procedure.

Or

- (b) Draw the layout of laundry department.

4. (a) What is the role of flower arrangement in an star hotel? Explain the types of flower arrangement.

Or

- (b) How will you prepare room status report and check list report?
5. (a) Give an note on first aid.

Or

- (b) Explain the Hygiene and safety practices followed in a star hotel.

Part B

(3 × 10 = 30)

Answer any **three** questions.

6. Draw the layout of Housekeeping department.
7. List out the procedures followed for stain removal.
8. Explain the necessity of an linen room.
9. What is the role of Interior Decoration in a star hotel?
10. Give a detail note about pest control and eradication.
11. Explain the importance of security department in a star hotel.

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Sub. Code

90413

P.G. DIPLOMA EXAMINATION, NOVEMBER 2018

Non-Semester

Hotel Accommodation Management

COMPUTER APPLICATIONS IN FRONT OFFICE

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(5 × 6 = 30)

Answer **all** questions.

1. (a) Write short notes on Hotel property management system.

Or

- (b) Explain briefly about advantages of using internet in Hotel Industry.

2. (a) Explain briefly about Input and Output units with suitable examples.

Or

- (b) Write short notes on Database Management Software.

3. (a) Write short notes on Reservation management.

Or

- (b) Write short notes on Global distribution system.

4. (a) Write a brief note on Guest Accounting module.

Or

(b) Write a brief note on Call Accounting system.

5. (a) Write a short note on Energy Management system.

Or

(b) Explain about Automation hotel sales office.

Part B

(3 × 10 = 30)

Answer any **three** questions.

6. (a) Define the term “EDP”. (2)

(b) Explain briefly about the different types of computers. (8)

7. Explain in detail about :

(a) word processing software (5)

(b) electronic spreadsheet software. (5)

8. Give a detail note on Central Reservation system.

9. Explain about Room Management module.

10. Explain in detail about Point Of Sale (POS) systems.

11. Explain in detail about Auxiliary Guest services.

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90414

P.G. DIPLOMA EXAMINATION, NOVEMBER 2018

Non-Semester

Hotel Accommodation Management

HOTEL AND CATERING LAWS

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(5 × 6 = 30)

Answer **all** questions.

1. (a) Define contracts and what are all the types of contracts.

Or

- (b) Describe the elements of a tort Action? Based on negligence.

2. (a) What makes a Hotel to receive a guest and refuse a guest?

Or

- (b) Describe about uniform commercial code.

3. (a) Explain in brief, in what all situations a Hotel should protect their guest?

Or

- (b) Can a Hotel Evict a person who is not a guest?

4. (a) Explain the procedures in handling guest mail.

Or

- (b) What do you mean by Infra Hospitum?

5. (a) Explain in detail about consumer protection Act.

Or

- (b) Write short notes on :

- (i) Strict Liability
(ii) Truth – in – Manu Laws.

Part B

(3 × 10 = 30)

Answer any **three** questions.

6. What are all the other permits to be obtained in getting a project approved?
7. Define warranties and explain about its kinds in detail.
8. Write notes on :
- (a) Bailment for non-guests
(b) Liabilities for Automobiles and guests and others.
(c) State Statutee Limiting Liability.
9. Enumerate with a case examples : Assault by third parties in hotel premises.
10. Briefly explain about Food Adulteration Act 1954 and what do you mean by FL –3 License?
11. Briefly explain Federal Court decisions and state court decisions.

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90415

P.G. DIPLOMA EXAMINATION, NOVEMBER 2018

Non-Semester

Hotel Accommodation Management

HOTEL ACCOUNTING

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(5 × 6 = 30)

Answer **all** questions.

1. (a) What are the different types of accounts? State its rules.

Or

- (b) Explain the advantages and limitations of double entry system.

2. (a) Distinguish between journal and ledger.

Or

- (b) What is trial balance? Explain its objectives.

3. (a) What is trade discount? How it differ from cash discount?

Or

- (b) What are the uses and limitations of subsidiary books?

4. (a) Explain the different forms of income and expenditure.

Or

- (b) Describe the components of balance sheet.

5. (a) What is depreciation? State the various methods of charging depreciation.

Or

- (b) What are provisions and reserves? Give some examples.

Part B

(3 × 10 = 30)

Answer any **three** questions.

6. Describe the important accounting concepts and conventions.
7. From the following list of balances, prepare a trial balance and balance sheet as on 31.03.08.

Capital	Rs. 1,00,000
Drawings	Rs. 18,000
Motor van	Rs. 25,000
Interest paid	Rs. 900
Purchases	Rs. 75,000
Wages	Rs. 3,000
Commission received	Rs. 7,500
Bank balance	Rs. 20,000
Buildings	Rs. 15,000

Furniture	Rs. 7,500
Loan from Arun	Rs. 15,000
Sales	Rs. 1,00,000
Stock	Rs. 25,000
Salaries	Rs. 15,000
Debtors	Rs. 28,100
Creditors	Rs. 10,000

8. Record the following transactions to the respective subsidiary books.

2009	Rs.
August 1	Goods purchased from Kumar Rs. 20,000
3	Kannan sold goods to us Rs. 50,000
4	Sold goods to Sanjay Rs. 10,000
9	Devy bought goods from us Rs. 70,000
11	Goods returned by Sanjay Rs. 1,000
14	Goods returned to Kumar Rs. 2,000
15	Goods returned by Devy Rs. 1,000
19	Sold goods to Mammu Rs. 5,000
21	Purchased goods from Mary Rs. 6,000
27	Returned goods to Kannan Rs. 1,000

9. Journalise the following transactions of M/S Ram & Sons.
2006

Jan. 1	Business started with Rs. 2,50,000 and cash deposited with bank Rs. 1,50,000
3	Purchased machinery on credit from Ranga Rs. 50,000
6	Bought furniture from Ramesh for Cash Rs. 25,000

- Jan 12 Sold goods to Yasin Rs. 22,500
- 14 Goods returned by Yasin Rs. 2,500
- 15 Goods sold for cash Rs. 50,000
- 17 Cash paid to Ramola Rs. 20,000
- 25 Cash withdrawn from Bank 50,000
- 27 Bought office salary for cash Rs. 5,000
- 31 Paid salary Rs. 15,000 and Rent Rs. 2,500

10. On 1.1.2004 machinery was purchased for Rs. 80,000. On 1.7.2006 the machinery was replaced by new machinery costing Rs. 60,000 the vendor taking the old machine in part exchange at a valuation of Rs. 16,000. Show the machinery account upto 31.12.2006. Assuming that the business charges depreciation @ 10% on the straight line method.
11. How would you treat incomes and expenditures that are paid in advance and outstanding?
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