

**[Time: 2½ Hours]**

**[ Marks:75]**

Please check whether you have got the right question paper.

**N.B:**

- 1. Figures on the right indicate full marks.**
- 2. Assume suitable data if required.**
- 3. Formats and sketches should be neatly drawn.**

- 1. Attempt any Four questions:** **20**
  - a) What are the types of budgets categorized by ‘types of Expenditure’?
  - b) Draw the format for calculating Employee Benefit Expenses.
  - c) What are the various methods of controlling operating expenses?
  - d) Write the duties and responsibilities of a Linen room supervisor.
  - e) Write the duties and responsibilities of a public area supervisor.
  - f) Explain ‘forecasting room sales’ and ‘cost per occupied room’.
  - g) Write a note on Income statement.
  - h) What are the methods adopted in controlling costs in guestrooms and public areas?
  
- 2. Attempt any Four questions:** **20**
  - a) How are accessories selected and placed?
  - b) What are the various factors considered in selection of furniture?
  - c) Write in detail about any three types of furniture.
  - d) Draw a neat layout of a double room mentioning the dimensions of all furniture (in feet).
  - e) Write the checklist of house-keeping responsibilities to be met three months before the opening of a hotel.
  - f) Mention the various factors kept in mind while arranging furniture.
  - g) Jot down the checklist of House-keeping department’s responsibilities to be met six weeks before opening of a new hotel.
  - h) Write about the various types of wood (any 3) used in making of furniture.
  
- 3. Attempt any Four questions:** **20**
  - a) What are the three Es of safety?
  - b) Mention any Ten potential hazards in the House-keeping department.
  - c) Mention any five causes of accidents in hotels.
  - d) Draw a format of an accident report form for employees.
  - e) Write any five principles of first-aid.
  - f) What are ABCs of artificial respiration?
  - g) What first-aid would be provided to a guest who has had an attack / suffering of / from :
    - i)Nose bleeding ii)fainting
  - h) Mention any five steps taken to deal with terrorism in a hotel.
  
- 4. Attempt any Five questions:** **15**
  - a) What are the functions of accessories?
  - b) What do you mean by an ‘area responsibility plan’?
  - c) Write the duties and responsibilities of a Uniform room supervisor.
  - d) Mention about the types of budget categorized by the ‘departments’ involved.
  - e) Draw the format for calculating expenses for salaries and wages.
  - f) What are the methods adopted in controlling costs in Horticulture?
  - g) What is ‘job safety analysis’?
  - h) Classify Fire and write in brief about each.
    - i) What is CPR?
    - j) Write a short note on ‘Electronic locks’.