

CODE: AOM-12

ROLL No. AOM..... Ist Sem
19-20

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2019-20

COURSE : Post Graduate Diploma in Accommodation Operation & Management

SUBJECT : Front Office Operations

Semester: 1st Semester

TIME ALLOWED : 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. 'First impression is the last impression' which is created by front office department. Justify this statement. (10)

OR

Define Tourism. List and explain in brief factors that promote tourism.

Q.2. Draw the Organization chart of front office department and write the duties and responsibilities of a front desk agent. (10)

OR

Draw the layout of front office department and indicate the location of various section of front office department.

Q.3. Define hotel. Explain the classification of hotel. (10)

OR

Explain the evolution and growths of hotel.

Q.4. Explain the Various functions of Bell Desk area. (10)

OR

Define the term bell desk and give step by step procedure for left luggage handling. (10)

Q.5. List different types of hotel rooms available in star hotels briefly describe them. (Any Five) (10)

Q.6. Differentiate between Timeshare and condominium. (10)

OR

Define the term timeshare hotel. Classify the different types of timeshare.

Q.7. Write short notes on any five. (5x2=10)

- a) Referral
- b) Inn
- c) Suite room
- d) Chalet
- e) Paging
- f) Left luggage
- g) Supplementary accommodation
- h) Franchise

differentiate between any five:

(5x2=10)

- a) Front office and reception
- b) FIT and GIT
- c) Bell hop and Conclerge
- d) Skipper and Sleeper
- e) Adjoining and adjacent room
- f) Chain hotel and referral hotel groups

Q.9 Enlist the various equipment used in automated, semi-automated and non-automated front office department.

(10)

Q.10 A Write the Full form of following terms (any five):

(5+5=10)

- | | | |
|----------|----------|--------|
| a) FHRAI | b) HRACC | c) OOO |
| d) FIT | e) IRCTC | f) ROI |

B Fill in the blanks:

- i. Hotels located in the heart of the city are known as _____ hotels.
 - ii. Boathouses floating on the surface of Dal lake Kashmir are an example of _____ hotels.
 - iii. _____ Hotels provide gambling facilities to guests.
 - iv. The room on the top most floor of a hotel is called a _____.
 - v. Hotels located at the port of entry are known as _____ hotels.
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COURSE: AOM-11

ROLL No.....

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2019-20

SUBJECT : Post Graduate Diploma in Accommodation Operation & Management

TIME ALLOWED : 3 Hours

Semester: 1st Semester
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q1- Explain the importance of House Keeping. How does it contribute to earning profits in a hotel? (10)

Q2- Discuss the Stages in Wash Cycle?

Or

Q2 - Discuss the issue and exchange of Uniform Procedure with necessary format? (10)

Q3- List types of keys and their purpose in a hotel? Briefly Explain the Key Control used by Hotels? (10)

Or

Q3 (A) - Draw a neatly labelled Layout of Linen Room and discuss the selection criteria for linen? (10)

Q4-Draw a neat labelled Diagram of Chamber Maid's Trolley and list the Amenities, Linen and supplies (5 Each) that are placed/used in Guest Room? (10)

Or

Q4 (A) - what are the points to consider in the choice of cleaning equipment? Discuss the General care Practice for Cleaning Equipment? (10)

Q5- What are cleaning agents? Discuss their classification and write a short note describing each category of cleaning agent. (10)

Or

Q5 (A) - Explain the lost and found procedure in a hotel with necessary Format (10)

Q6-What is the step by step procedure for cleaning of a Check-out room? (10)

Or

Q6 (A) -What is the step by step procedure for making a hotel Bed? (10)

Q7- List the duties and responsibilities (Any Two): (5 x 2=10)

- a- A Executive House Keeper
- b- A GRE
- c- Duty Manager
- d- Bell Boy

Q8- What is meant by the following terms – One or Two-line explanation (Any Five)? (5 x 2=10)

- a- Damp dusting
- b- Jacuzzi
- c- Runners
- d- Spa
- e- Solarium
- f- Upholstery
- g- Bidets
- h- Buffing
- i- Public rest rooms
- j- Dust Sheet

(1 x 10 = 10)

Fill in the blanks:

- a- A room adjacent to the pool area _____
- b- A two storey suite with parlor and bedrooms connected by a stair case is called _____
- c- A _____ guest who has left the hotel without making arrangements to settle his/her account.
- d- A queen size bed has dimensions _____
- e- Frills are also called _____
- f- The size of bath towel is _____
- g- A pink oxide of iron used as a fine abrasive , for polishing silver and so on is called _____
- h- Guest supplies normally not found in guest room but available upon request I called _____
- i- Short fibers that may be loosened and shed from a fabric is _____
- j- Size of a single bedsheet is _____

Q10- Write a brief on any two

(5 x 2 = 10)

- a. Special Care for a Physically Challenged Guest
- b. Removal of Grease Stain
- c. Advantage and Disadvantage of On Premise Laundry
- d. Removal of Ball Point Ink Stain

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CODE:AOM-15

ROLL No.....

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2019-20

COURSE : Post Graduate Diploma in Accommodation Operation & Management

SUBJECT : Communication

Semester: 1st Semester

TIME ALLOWED : 2 Hours

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. Give one word for following sentences:

(1X10=10)

- Art of hearing and understanding.
- Speaking in front of a group of people.
- Conveying a message through facial expression.
- Magical word for hospitality industry.
- The communication use of space.
- Communication through any means other than words.
- The way that the sender's pitch of voice rises and falls when speaking.
- Noise and feedback are part of which process of communication.
- The position of speaker's body.
- Communication between two persons.

Q.2. Define communication. Explain any four types of communication. (10)

Q3. Define paralanguage. What is its impact on verbal communication? (10)

OR

What are the points to be kept in mind for delivering an effective speech? (10)

Q.4. Discuss the need of developing telephone skills in the hotel. (5)

OR

Discuss various barriers of effective listening. (5)

Q.5. List five sentences commonly used with the guests with proper Punctuation marks. (5)

OR

Write a conversation of a guest and yourself (Front Office Executive) for booking a room in hotel.

Q.6. Define kinesics and discuss any two types. (5)

OR

List tips for effective use of non-verbal communication.

Q7. Write the meaning of the following foreign words (any 5) (5)

- | | | |
|--------------|-------------|---------------|
| a) Viva-voce | b) Bonafide | c) Bon voyage |
| d) En block | e) Déjà vu | f) Faux pas. |

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CODE: AOM-13

ROLL No.....

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2019-20

COURSE : Post Graduate Diploma In Accommodation Operation & Management

SUBJECT : Supervisory Management

Semester: 1st Semester

TIME ALLOWED : 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

1. Trace out the evolution of Management and describe the management process.
Or
Explain the Supervisor's Role in decision making and problem solving. (10)
2. Discuss the System Approach of Management.
Or
Write notes on any one of the following: (10)
(i) Contingency Management Approach
(ii) Group Behavior Approach
3. Define effective Supervisor and discuss the conceptual skills of a supervisor. (10)
Or
'Management is not possible without a supervisor'. In the light of this statement explain the importance of supervisor.
4. Discuss the important functions of Management.
Or
What are the duties and responsibilities of a Manager? (10)
5. Describe the Motivation Hygiene Theory (Herzberg's Theory). (10)
Or
Write notes on: (5+5=10)
(i) Special Motivational Techniques
(ii) Job Enlargement
6. Enumerate different Styles of Leadership.
Or
What are the different types of Power? (10)
7. Why do we need a change? Explain the three step of change process.
Or
What are effective team building techniques? (10)
8. Define Quality Circle and explain its element and application. (10)
9. Describe the importance of discipline at workplace and explain the procedure for discipline. (10)

(1x10=10)

Fill in the blanks:

- i. Line organization is also known as _____ organization.
- ii. According to MASLOW'S Hierarchy of needs theory, human needs are to be arranged in the following hierarchy of importance, _____.
- iii. _____ is attributed with developing the scientific management perspective.
- iv. An important factor of the preplanning stage in group dynamics is determining what the group is to accomplish; this is known as _____.
- v. One of the advantages of conflict is that it forces you to examine problems and work towards a potential _____.
- vi. _____ applies to the systematic delegation of authority in an organization-wide context.
- vii. _____ leaders solve problems and make decisions alone.
- viii. _____ involves arranging and structuring work to accomplish the organization goals.
- ix. _____ Level of Management is directly concern with the control over the performance of the operative employees.
- x. Likert Management System is having _____.

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2019-20

COURSE : Post Graduate Diploma in Accommodation Operation & Management

SUBJECT : Accountancy

Semester: Ist Semester

TIME ALLOWED : 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

1. Pass Journal Entries for the following transactions:

(5x2=15)

Date	Particular	Amount
April, 1 2019	Siya Ram commenced business with cash	200000
3	Purchased Office Furniture for cash	20000
15	Sold Goods for Cash	40000
25	Sold goods to Hansraj Ltd for Cash	12000
28	Purchased goods from Pawan Brothers	24000

2. Discuss Limitations of Accounting. Explain different branches of Accounting.

(10)

Or

Write notes on two of the following:

(5+5=10)

- a) Dual Aspect Concept (b) Money Measurement Concept c) Accrual Concept

3. Define Trial Balance. Give a format of Trial Balance with imaginary figure.

(10)

Or

Write notes two of the following:

(5-5=10)

- (a) Contra Entry (b) Red Ink Interest (c) Petty Cash Book

4. What do you mean by Purchase Book and Sales Book with their format?

(10)

Or

Discuss different types of cash book with examples.

(10)

5. From the following particulars, prepare a balance sheet of Mr. Venugopal as on 31st December, 2019:

(10)

Capital	40000	Drawings	4400
Debtors	6400	Creditors	4200
Cash in Hand	360	Cash at Bank	7200
Furniture	3700	Plant	10000
Net Profit	1660	General Reserve	1000
Closing Stock	14800		

6. Elaborate the methods for preparing Bank Reconciliation Statement.

(10)

7. What are the objectives for preparing Financial Statements?

(10)

Or

Differentiate between trial balance and balance sheet.

8. Write notes on the following: Any Two
a. Outstanding Expenses

b. Prepaid Expresses

c. Accrued Income (5+5=10)

9. Prepare Three Column Cash Book from the following information: (10)

Nov. 01, 2019	Cash Balance	15000
01	Bank Balance	40000
03	Goods Purchased by cash	3500
05	Furniture Purchased	2500
10	Goods sold to Tata Ltd	10000
15	Interest Paid	3000
17	Paid Ram by Cheque	10000
23	Deposit in Bank	15000
25	Withdraw from Bank for office use	2000

Or

(a) Explain different types of Cash Book.

(b) What do you mean by Imprest amount in petty cash book.

(5+5=10)

10. Write notes on the any One

a. Capital Expenditure

b. Capital Reserve

c. Provision (5)

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2019-20

COURSE : Post Graduate Diploma in Accommodation Operation & Management

SUBJECT : Communication

Semester: 1st Semester / *End Term*

(G+S) **TIME ALLOWED :** 2 Hours

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1 What are the different types of listening? Explain each type with example.
OR Explain the process of communication in brief. **(10)**

Q.2 Explain the following terms with reference to communication barriers. **(2x2.5=5)**
A. Organizational Barrier
B. Cultural differences

Q. 3 Define Proxemics and provide suitable example
OR Define Kinesics and provide example. **(5)**

Q.4 Explain the importance of non-verbal communication with examples. **(10)**
OR Explain the importance of effective speech for Hotel Professionals.

Q.5 Explain the importance of telephone skills for front office personnel. **(10)**
OR What are the Do's and Don't's of Telephonic communication?

Q. 6 A. Make sentences to bring out the meaning of any two: **(2x2.5 = 5)**
1. Career/Carrier
2. Plane/Plain
3. Affect/Effect

B. Match the columns. **(5)**

- | | | | |
|----------|--------------|----------|-----------------|
| 1 | Letter | a | Email |
| 2 | Mobile phone | b | Post |
| 3 | Computer | c | Watch news |
| 4 | Television | d | Listening Songs |
| 5 | Radio | e | SMS |

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