

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2021-22

COURSE: Post Graduate Diploma in Accommodation Operation & Management

SUBJECT: Accountancy

Semester: 1st Semester End Term

TIME ALLOWED: 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

1. How do you define the term 'Account'? Classify the following accounts under the headings (i) Personal Accounts, (ii) Real Accounts and (iii) Nominal Accounts, give your reason in each case:
- | | |
|---------------------|--------------------|
| a. Salary Account | b. Cash Account |
| c. Drawings Account | d. Capital Account |
| e. Goodwill Account | |
- Or
- Describe the different Accounting Concepts. (10x1=10)
2. Write notes on the following: (2.5x4=10)
- | | |
|--|--|
| a. Generally Accepted Accounting Principles (GAAP) | |
| b. Accounting Standards | |
| c. Business Transaction | |
| d. Deferred Revenue Expenditure | |
- Or
- What is meant by three column cash book? Also give the format of three column cash book. (5+5=10)
3. What are the classification of Subsidiary books? Discuss the needs and uses of Subsidiary Books? (5+5=10)
- Or
- Prepare the format of the following with imaginary figures: (5+5 = 10)
- | | |
|--------------------|--|
| (a) Journal Proper | |
| (b) Sales Book | |
4. What is Capital Expenditure? Differentiate between capital expenditure and revenue expenditure. (5+5=10)
5. What is Bank Reconciliation Statement? Explain briefly any four points regarding need and importance of Bank Reconciliation Statement. (5+5 = 10)
6. What do you mean by Depreciation? Also discuss its any one method with example. (5+5 = 10)
- Or
- Explain the following terms: (3+3+4=10)
- | | |
|-------------------------|--|
| a. Prepaid Expenses | |
| b. Outstanding Expenses | |
| c. Closing Stock | |
7. What is the meaning and uses of Ledger? Also give a Performa of Ledger? (5+5 = 10)
8. Prepare Cash Book with Bank Column of Ramesh from the following information: (10x1=10)
- | |
|--|
| Jan. 01 Cash in hand Rs. 100 and Bank Balance Rs. 2000 |
| Jan. 05 Purchased goods by Cheque Rs. 1200 |
| Jan. 06 Drew Cheque for office use Rs. 50 |
| Jan. 07 Purchased Stationery for Cash Rs. 10 |
| Jan. 08 Received cheque from Mr. Suresh Rs. 125 |
| Jan. 10 Carriage paid in cash Rs. 33 |
| Jan. 12 Seeta paid us cheque Rs. 175 |
| Jan. 12 Paid Mr. Shyam by cheque Rs. 195 |
| Jan. 27 Received cheque for sales Rs. 200 |
| Jan. 31 Salary paid in cash Rs. 300 |
- Or

8. Taj Hotel has 179 rooms in all, out of which 15 rooms are used for operational purposes and 4 rooms are occupied by the general manager and the departmental managers. If 136 rooms are occupied by guests on 24 May 2022, calculate the room occupancy rate for the day. (5+5=10)

9. Write notes on any two of the following:
 a. Bin Card
 b. Food Cost
 c. Margin of Safety

Or

Calculate the Following:
 (a) Gross Profit
 (b) Net Profit (5+5=10)

Particulars	Amount
Opening Stock	30000
Purchase of Raw Material	130000
Closing Stock	18000
Total Sales	294000
Wages	24000
Fuel & Electricity	12000
Printing & Stationary	7400
Rent of Hotel	24000
Advertisement Expenses	9000
Salary of Staff	18000
Taxes	13000

10. Fill in the blanks: (2x5=10)
- Total Sales = Cost of Goods Sold +
 - refers to the proportion of double rooms occupied by the guests to the total rooms occupied by the guests.
 - The estimation of future income and expenses is called
 - In a hotel, the guests are provided with food and lodging under Plan.
 - Every hotel maintains a Ledger which is called, which enables one to know the minute-wise position of each and every guest.

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2021-22

Post Graduate Diploma in Accommodation Operation & Management

PGT Accommodation Operations

Semester. Ist Semester

MAX. MARKS 100

ALLOWED 3 Hours

(Marks allotted to each question are given in brackets)

- Q.1. Discuss the purpose & principles of housekeeping department in the hotel. Explain the conventional method in organizing cleaning in the hotel. (6+4=10)
- Q.2. Explain the precautions considered for taking care of the mechanical equipments. Enlist 5 mechanical equipments with their usage. (5+5=10)
- OR
- Q.3. List various manual equipment's used in housekeeping department. Explain any two of them briefly. (6+4=10)
- Q.3. Explain the classification of the cleaning agents. Discuss the usage, care & storage of cleaning agents. (5+5=10)
- OR
- Q.4. Discuss the facilities & services provided for accommodating physically challenged guests in hotels. (10)
- Q.4. Enlist different sizes & types of beds. Discuss the different beddings used for beds. (6+4=10)
- OR
- Q.5. Write the detailed procedure of cleaning of an occupied guestroom & bathroom. (10)
- Q.5. What are the different tasks performed in evening service. Explain how reporting & follow up of maintenance tasks is performed? (6+4=10)
- OR
- Q.6. Discuss the standard amenities of VIP & VVIP guestrooms. List any 5 common "special requests" of guest in hotel. (6+4=10)
- Q.6. Enlist different types of keys used for guestrooms. Describe how computerized key cards are more secured. (6+4=10)
- OR
- Q.7. Explain the key control process of guestrooms maintained by housekeeping department? (10)
- Q.7. Draw the layout of chamber maid's trolley. Enlist the items stacked in the trolley. (10)
- Q.8. Explain in two or three lines (any five):
- (a) On premises laundry
 - (b) Stages of wash cycle
 - (c) Lost & found
 - (d) Dry cleaning
 - (e) Room occupancy report
 - (f) Par stock
 - (g) Recycling of discarded linen
 - (h) Cleaning of metals
- (5x2=10)

CODE: AOM-12
FOOD CR.
COURSE : Post Graduate Diploma in
SUBJECT : Front Office Operations
TIME ALLOWED : 3 Hours
Q.1. First (Marks 10)

Q.9. Write in brief:

- (a) Front of the house public area cleaning
- (b) Stages in wash cycle
- (c) Lost & found procedure
- (d) Activities of linen room

(4x2.5=10)

OR

Explain any 4 in brief.

- (e) Uniform designing
- (f) Guest laundry
- (g) Sewing sections
- (h) Log book
- (i) Linen control
- (j) Industrial laundry

(4x2.5=10)

Q.10. Fill in the blanks:

- (a) VIP stands for
- (b) A guest with a light/minimum baggage is called as
- (c) Department is responsible for maintenance & upkeep of hotel equipments & building.
- (d) Dimension of a king size bed is
- (e) key has access to all guestrooms & other areas of hotel.
- (f) Size of a bath towel in guest bathroom is
- (g) SOP stands for
- (h) Stain of oil may be removed by using
- (i) can be used for metal cleaning.
- (j) is last stage of wash cycle.

(10x1=10)

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FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2021-22

COURSE : Post Graduate Diploma in Accommodation Operation & Management

SUBJECT: Accommodation Management

Semester/Term: IInd Semester/End Term

TIME ALLOWED: 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Draw an organizational structure of a medium-sized hotel. List and explain the duties and responsibilities of an executive housekeeper. (10)

OR

Explain the importance of interdepartmental coordination of the housekeeping department with horticulture and maintenance department.

Q.2. Discuss the importance of ergonomics in the housekeeping department. Explain the importance of the area Inventory list. (5+5=10)

OR

What do you understand by standard operating procedures? Explain how standard operating procedures are developed for cleaning operations?

Q.3. What is the process of selection in a company? Explain various sources of recruitment for new employees. (5+5=10)

OR

What is performance appraisal? How performance appraisals are beneficial for both employees & organization?

Q.4. What are the different methods of purchase and explain how they are important for hotels? (5+5=10)

OR

What is stock control? Discuss the importance of stores in the hotel.

Q.5. Write short notes (any two): (2x5=10)

- (a) Work Schedules
- (b) Duty Rosters
- (c) Job Allocations
- (d) Contract Services

Q.6. Which safety awareness & accident prevention procedures are adopted in hotels? Discuss in detail about the bomb threat handling procedure. (10)

OR

Explain the importance of Energy and water conservation in Hotels. List and explain the importance of any five eco-friendly products used in Hotels

Q.7. What is the pest control program? Discuss various measures used in hotels for to control different infestations? (10)

OM-25
FO
Post Graduate Diploma
Business Communication
COURSE DURATION: 2 Hours
(Marks all)
1- Write the telephonic conversation in the room.
Draft a sales letter

Q.8. What are the different types of contracts? Explain the advantages & disadvantages of outsourcing.
OR

Write the function of the budget. Differentiate between Capital Budget and Operational Budget.

Q.9. Define the following (any ten):

- | | | | |
|-------------------------|---------------|----------------------------|---------------------------|
| (a) Waste disposal | (b) First aid | (c) Budget | (d) Rain water harvesting |
| (e) Energy conservation | (f) SOP | (g) Purchase specification | (h) Par stock |
| (i) Job allocation | (j) Induction | (k) Job specification | (l) Fire Exit |

Q.10. Fill in the blanks:

(10x1=10)

- (a) HRD stands for in companies.
- (b) department takes care of the maintenance of gardens & landscapes in hotels.
- (c) OPL stands for in outsourced laundry operations.
- (d) & are the two natural disasters.
- (e) Fire alarm is an example of equipment.
- (f) is the qualification & experience required for a particular job in a company.
- (g) The initial assistance given to a casualty for any injury or illness before the arrival of an ambulance or doctor is known as
- (h) RWH stands for in water conservation method.
- (i) Beetles may be prevented by the usage of in pest control.
- (j) Intensive or specialized cleaning undertaken in guestrooms and public areas is called as

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Pages of outsourcing
Annual Budget.

AOM-25

ROLL No.....

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2021-22

Post Graduate Diploma in Accommodation Operation & Management
Subject: Business Communication
Duration: 2 Hours

Semester/Term: IInd Semester/End Term
MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q1. Write the telephonic conversation between the Guest and the Front Desk for booking a hotel room. (10)

OR

Draft a sales letter to the Samsung Company to promote the Summer Discounts on the Rooms and Food & Beverage Facilities.

Q2- Write short notes on four: (2.5x4= 10)

- a. Memorandum
- b. Formal Letters
- c. Preparation and Conduct of Meetings
- d. Importance of Notices
- e. Minutes of Meeting

Q3- Write an apology letter to the guest as the Front Office Manager of the Pullman Hotel, New Delhi on the poor feedback of the hotel services and attitude of the staff shared by the guest on the online portal. (05)

Q4- Discuss the role of electronic communication in the Hospitality Industry. (05)

OR

Write an Email to the HOD of your department to grant leave for 10 Days for urgent personal work.

Q5- Explain the steps of preparing and delivering an effective presentation. (05)

OR

Explain the role of visual aids in the presentation.

Q6- Write a detailed report to the General Manager of the hotel about the incident happened last night in the lobby. (05)

OR

What are the do's and don'ts of telephonic communication?

Q7- Write a conversation between the receptionist and the guest, in which the receptionist is providing information about the hotel services and facilities. (05)

Q8- True or false (05)

- 1. The English language plays an important role while dealing with international tourists.
- 2. Written conversation between Banquet Manager and Bar manager is an informal Communication.
- 3. The usage of visual aid in presentation is considered as visual pollution.
- 4. Notices are a form of friendly and informal communication.
- 5. Vertical and horizontal are the type of communication

**FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2021-22**

COURSE : Post Graduate Diploma in Accommodation Operation & Management

SUBJECT : Front Office Management

Semester/Term: IInd Semester/End Term

TIME ALLOWED : 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Write a detailed note on Growth of Tourism in India. (10)

OR

Describe various components of the Tourism Industry

Q.2. Differentiate Between Goods and services. (10)

OR

Write a note on moments of truth. Explain the importance of uniqueness in guest services.

Q.3. What are the various points to be considered while planning the layout of Lobby of a five star hotel? (10)

Q.4. Explain different modes of guest bills settlement. (10)

OR

Explain step by step process of express checkout with the help of a flowchart.

Q.5. Write short notes on any two of the followings – (5x2=10)

- a) Self-Checkout
- b) Upselling
- c) Moments of truth
- d) Safe Deposit

Q.6. List and explain various room selling techniques. (10)

OR

Explain the importance of Property management Software in Hotels. Write the name of any 3 PMS

Q. 7. Describe safety procedure applied for following in 3-4 lines (any 4) (10)

- | | | |
|------------------------|----------------|----------------------------------|
| 1. Safe Deposit | 2. Fire | 3. Theft |
| 4. Fire | 5. Bomb | 6. Room key lost by guest |

Q.8. Define any four of the followings – (2.5x4=10)

- | | | |
|--------|-----------------------|---------------------------|
| a) ARR | b) Scanty Baggage | c) Rule of Thumb Approach |
| d) ADR | e) Pleasure Traveller | f) Fidelio |

Q.9. Give the formula of the following (any five): (2x5=10)

- (a) No show percentage
- (b) Average rate per guest
- (c) House Count
- (d) Yield percentage
- (e) Room Occupancy percentage
- (f) Overstay percentage

Q.10. Tick Mark the correct option -

- i) The Rule-of-thumb approach assumes the occupancy percentage as
 - a) 80%
 - b) 70%
 - c) 50%
 - d) 60%
- ii) PMS stands for
 - a) Proper Management System
 - b) Property Management System
 - c) Property Module System
 - d) Property Management Software
- iii) Double lock of guest room can only be opened by
 - a) Floor Key
 - b) Section Key
 - c) Grand Master Key
 - d) All of them
- iv) A guest who checks out before his or her stated departure date is:
 - a) Overstay Guest
 - b) Understay Guest
 - c) Stayover Guest
 - d) None of the above
- v) Which of the following is a stand-alone automated system in which the room key is electronically coded
 - a) Electronic Locking System
 - b) Point of Sale
 - c) Energy Management System
 - d) Valet Services
- vi) By given data calculate walkin %, walk-in guest = 40, total guest = 160.
 - a) 15%
 - b) 20%
 - c) 25%
 - d) 30%
- vii) IDS stands for
 - a) Internet Data System
 - b) Intellect Data System
 - c) Information Distribution System
 - d) Internet Distribution System
- viii) Room availability forecast helps in forecasting
 - a) Occupancy Forecast
 - b) Ratio Standard
 - c) Operating Ratio
 - d) None of the above
- ix) _____ is responsible to prepare Itenary for guest.
 - a) Bell Desk
 - b) Travel Desk
 - c) Business Centre
 - d) concierge
- x) European plan includes
 - a) Room Rent + Continental Breakfast
 - b) Room Rent + Early morning Tea
 - c) Room Rent + Breakfast + Lunch or Dinner
 - d) Room Rent + Breakfast + Lunch + Dinner

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2021-22

COURSE : Post Graduate Diploma in Accommodation Operation & Management

SUBJECT : Hotel Accountancy & Costing

Semester/Term: IInd Semester/End Term

TIME ALLOWED : 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

1. What do you mean by Three Column Cash Book? Draw the format of the Three Column Cash Book. (3+7=10)

Or

 What is a Cash payment System? Explain the rules regarding the payment system in a hotel. (5+5=10)
2. Define Budget. Differentiate between fixed and flexible budget. (5+5=10)

Or

 Write notes on any two of the following terms: (5+5=10)
 - a. Revenue Budget
 - b. Zero Based Budget
 - c. Capital Budget
3. Describe various rules and regulations regarding preparing the budget of a hotel. (10)

Or

 Describe various difficulties or limitations faced while preparing the budget of a hotel or restaurant. (10)
4. What do you mean by Auditing? Explain the process of Auditing in a Hotel. (5+5=10)

Or

 Explain any two of the following terms: (5+5=10)
 - a. Internal Audit
 - b. External Audit
 - c. Statutory Audit
5. Define Night Audit. Describe the duties of the Night Auditor. (5+5=10)

Or

 Elaborate the significance and limitations of Night Auditing. (10)
6. There are 170 lettable rooms in Ashoka Hotel. The hotel has single bedrooms as well as double bedrooms. On 17th May 2022, 160 rooms were occupied by 210 guests. Calculate the double occupancy rate for the day. (10)
7. You are given the following data for the year 2020-21 of a Hotel: (5+5=10)

Variable Cost	Rs. 600000
Fixed Cost	Rs. 300000
Net Profit	Rs. 100000
Sales	Rs. 1000000

 Find Profit Volume Ratio and Break Even Point.

following
 : AOM-23
 FOOD C
 : Post Graduate Diploma
 SUBJECT : Interior Decoration
 TIME ALLOWED : 3 Hours

8. Taj Hotel has 179 rooms in all, out of which 15 rooms are used for operational purposes, 15 rooms are occupied by the general manager and the departmental managers. If 136 rooms are occupied by guests on 24 May 2022, calculate the room occupancy rate for the day.
9. Write notes on any two of the following:
 a. Bin Card
 b. Food Cost
 c. Margin of Safety

Or

- Calculate the Following:
 (a) Gross Profit
 (b) Net Profit

(5+5=10)

Particulars	Amount
Opening Stock	3000
Purchase of Raw Material	13000
Closing Stock	1800
Total Sales	29400
Wages	2400
Fuel & Electricity	1200
Printing & Stationary	740
Rent of Hotel	2400
Advertisement Expenses	900
Salary of Staff	1800
Taxes	1300

10. Fill in the blanks:
 a. Total Sales = Cost of Goods Sold + (2x5=10)
 b. refers to the proportion of double rooms occupied by the guests to the total rooms occupied by the guests.
 c. The estimation of future income and expenses is called Plan.
 d. In a hotel, the guests are provided with food and lodging under
 e. Every hotel maintains a Ledger which is called, which enables one to know the minute-wise position of each and every guest.

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2021-22

COURSE : Post Graduate Diploma in Accommodation Operation & Management

SUBJECT : Interior Decoration

Semester/Term: IInd Semester/End Term

TIME ALLOWED : 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q1. Explain the importance of line Texture and colour as element of design. (10)

OR

Describe the factors which influence the way colour schemes are used in planning an interior design.

Q2. Describe various principles of design. (10)

OR

Write a detailed note on physical and psychological effects of colour.

Q3. Write short note on the following (any Five) (5X2=10)

- | | |
|-----------------|-------------------------|
| a- Upholstery | e- Tint, tone and shade |
| b- Rhythm | f- Paint |
| c- Intensity | g-Oasis |
| d- Colour wheel | h- Ikebana |

Q4- Describe various types of windows. Explain various types of window treatments. (10)

OR

List and explain various factors responsible for selection of curtains fabric.

Q5- Discuss and differentiate between texture and pattern. Explain the importance of texture in design. (10)

Q6- Differentiate between (any Two) (2X5=10)

- Natural and artificial light
- Lux and Lumen
- Line arrangement and mass arrangement

Q7- Explain different types of lighting. (10)

OR

Define Flower arrangement. Describe any 3 type of flower arrangements.

Q8- Explain types of floorings and floor finishes. (10)

OR

Explain various composites of a carpet.

COURSE
SUBJECT
PAGE NO.

Q9- What factors would you keep in mind while selecting carpets for the banquet hall of a 5 star hotel. (10)

OR

Explain following in 3-4 lines (any 5)

1. Selection of carpet
2. Selection of furniture
3. Freshness of flower
4. Wallpapers
5. Floor polish
6. Resilient
7. Colour balance

(10)

Q10- Fill in the blanks

- a- Face of a carpet is also called _____
- b- Minimum height of a guestroom ceiling should be _____ feet.
- c- _____ describe the brightness or dullness of colour.
- d- Light which is produced by heating any material, usually metal to a temperature at which it glows is called _____
- e- Secondary colours are also called _____
- f- _____ are decorative pieces of cloth used as shields for the arms and backs of upholstered furniture to protect from soiling.
- g- _____ furniture is fixed on brackets or fitted to the wall and hence there are no legs to get in the way of cleaning.
- h- A panelling that extends to half way up the wall is called _____
- i- The wheels at the base of a furniture to make them mobile is called _____
- j- The lighter value of a colour is called _____

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FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2021-22

COURSE: Post Graduate Diploma in Accommodation Operation & Management

SUBJECT: Accommodation Operations

Semester: 1st Semester End Term

TIME ALLOWED: 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Discuss the purpose & principles of housekeeping department in the hotel. Explain the conventional method in organizing cleaning in the hotel. (6+4=10)

Q.2. Explain the precautions considered for taking care of the mechanical equipments. Enlist 5 mechanical equipments with their usage. (5+5=10)

OR

List various manual equipment's used in housekeeping department. Explain any two of them briefly. (6+4=10)

Q.3. Explain the classification of the cleaning agents. Discuss the usage, care & storage of cleaning agents. (5+5=10)

OR

Discuss the facilities & services provided for accommodating physically challenged guests in hotels. (10)

Q.4. Enlist different sizes & types of beds. Discuss the different beddings used for beds. (6+4=10)

OR

Write the detailed procedure of cleaning of an occupied guestroom & bathroom. (10)

Q.5. What are the different tasks performed in evening service. Explain how reporting & follow up of maintenance tasks is performed? (6+4=10)

OR

Discuss the standard amenities of VIP & VVIP guestrooms. List any 5 common "special requests" of guest in hotel. (6+4=10)

Q.6. Enlist different types of keys used for guestrooms. Describe how computerized key cards are more secured. (6+4=10)

OR

Explain the key control process of guestrooms maintained by housekeeping department? (10)

Q.7. Draw the layout of chamber maid's trolley. Enlist the items stacked in the trolley. (10)

Q.8. Explain in two or three lines (any five):

- On premises laundry
- Stages of wash cycle
- Lost & found
- Dry cleaning
- Room occupancy report
- Par stock
- Recycling of discarded linen
- Cleaning of metals

(5x2=10)

Q.9. Write in brief:

- (a) Front of the house public area cleaning
- (b) Stages in wash cycle
- (c) Lost & found procedure
- (d) Activities of linen room

(4x2.5=10)

OR

Explain any 4 in brief.

- (e) Uniform designing
- (f) Guest laundry
- (g) Sewing sections
- (h) Log book
- (i) Linen control
- (j) Industrial laundry

(4x2.5=10)

Q.10. Fill in the blanks:

- (a) VIP stands for
- (b) A guest with a light/minimum baggage is called as
- (c) Department is responsible for maintenance & upkeep of hotel equipments & building.
- (d) Dimension of a king size bed is
- (e) key has access to all guestrooms & other areas of hotel.
- (f) Size of a bath towel in guest bathroom is
- (g) SOP stands for
- (h) Stain of oil may be removed by using
- (i) can be used for metal cleaning.
- (j) is last stage of wash cycle.

(10x1=10)

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2
ECT CODE: AOM-12
FOOD C
URSE: Post Graduate Diploma
BJECT: Front Office Operati
ME ALLOWED: 3 Hours
(Ma
Q1- What do you underst
Briefly introduc
Q2- Classify hotel
What ar
Q3- Disc

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH

ACADEMIC YEAR 2021-22

COURSE: Post Graduate Diploma in Accommodation Operation & Management

SUBJECT: Front Office Operations

Semester: 1st Semester End Term

TIME ALLOWED: 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q1- What do you understand by tourism industry? Describe economics benefits of tourism industry. 10
 OR
 Briefly introduce the core areas of five-star hotels.
- Q2- Classify hotels on the basis of clientele. 10
 OR
 What are supplementary accommodations? Explain them in details.
- Q3- Discuss the role of front office and its sections. 10
 OR
 Explain various types of rooms available in a hotel.
- Q4- Explain the duties and responsibilities of a front office desk cashier. 10
 OR
 What do you understand by concierge? Elaborate on the functions performed at the concierge.
- Q5- Write short notes on any two: 2x5=10
 (a) Franchise hotels (b) Referral Hotels
 (c) HRACC (d) Heritage hotel
- Q6- Describe in detail about handling of guest's luggage. Draw format of wake up call sheet. 10
 OR
 Explain Different types of tariffs.
- Q7 - Explain any Five: 2x5=10
 (a) Lanai (f) Pent house
 (b) Cabana (g) Studio
 (c) Bell desk (h) FIT
 (d) Tentative reservation (i) Overbooking
 (e) GIT (j) Time Shares
- Q8- Give step by step procedure for baggage handling of FIT guest. Draw format of any 1 document used during guest arrival. 10
 OR
 "First impression is the last impression" which is created by front office department. Justify this statement.
- Q9- Define the term bell desk and give step by step procedure for left luggage handling. 10
 OR
 Define the term time-share hotel. Classify the different types of time share.
- Q10- State True or False: 10
 (a) Light shows are part of Tourism industry.
 (b) Another name of American plan is Bonjour.
 (c) Casino Hotels are located in the heart of the city.
 (d) Concierge is not a part of front office.
 (e) Doorman is also called as Chauffer.
 (f) Many times guest complaints are beneficial to the hotel.
 (g) A quad room contains double – double bed.
 (h) Key and mail rack should be in clear view of the guest.
 (i) SPATT means uniform staff.
 (j) Key card and Welcome Card are same thing.

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2021-22

COURSE: Post Graduate Diploma in Accommodation Operation & Management

SUBJECT: Supervisory Management

Semester: 1st Sem. End Term

TIME ALLOWED: 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

1. "Management is the art of getting things done through people." Explain the statement. .

(10)

Or

Explain principles of management by Henry Fayol?

(10)
2. Discuss the Contingency Approach of Management.

(10)

Or

Write notes on any one of the following:
 (i) System Management Approach
 (ii) Management By Objectives

(5+5=10)
3. Explain the technical and human skills of a supervisor.

(10)

Or

What are the keys to supervisory success?
4. Explain the various functions of Management with illustrations?

(10)

Or

Enumerate the importance of Planning? Also list the steps in planning process.

(10)
5. Discuss Motivation Hygiene Theory (Herzberg's Theory).

(10)

Or

Write notes on:
 (i) Quality of Working Life
 (ii) Job Enrichment

(5+5=10)
6. Enumerate different Styles of Leadership.

(10)

Or

What are the different types of Power?

(10)
7. Why do we need a change? Explain the three step of change process.

(10)

Or

Describe the effective team building techniques and its importance.
8. What is Job Analysis? Explain the procedure of Job Analysis.

(10)
9. Write note on the following:

(5+5= 10)

 - a. Importance of discipline at work place
 - b. Element of Total Quality Management

10. Fill in the blanks:

- (i) The first function of management is.....
- (ii) Managing Director is the position of _____ level of management in a large company.
- (iii) _____ principle of management states that there should be a place for everything and every-
_____ should be in its place.
- (iv) _____ leaders solve problems and make decisions alone.
- (v) Blake and Mouton is known as
- (vi) Reward and punishment is an
- (vii) _____ is the process of ensuring that actual results are in accordance with planned results.
- (viii) _____ is the process of exchanging information and understanding between two or more
persons.
- (ix) _____ is the division of responsibility of different authority in an organization.
- (x) _____ is the process of stimulating people to engage in goal-directed behaviour.

PROJECT CODE: AOM-14

ROLL No.....

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH

ACADEMIC YEAR 2021-22

COURSE : Post Graduate Diploma In Accommodation Operation & Management

SUBJECT : Accountancy

Semester: 1st Semester End Term

TIME ALLOWED : 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

1. How do you define the term 'Account'? Classify the following accounts under the headings (i) Personal Accounts, (ii) Real Accounts and (iii) Nominal Accounts, give your reason in each case:
- a. Salary Account
 - b. Cash Account
 - c. Drawings Account
 - d. Capital Account
 - e. Goodwill Account

Or

(10x1=10)

Describe the different Accounting Concepts.

(2.5x4=10)

2. Write notes on the following:
- a. Generally Accepted Accounting Principles (GAAP)
 - b. Accounting Standards
 - c. Business Transaction
 - d. Deferred Revenue Expenditure

Or

What is meant by three column cash book? Also give the format of three column cash book.

(5+5=10)

3. What are the classification of Subsidiary books? Discuss the needs and uses of Subsidiary Books?

(5+5=10)

Or

Prepare the format of the following with imaginary figures:

(5+5 = 10)

- (a) Journal Proper
- (b) Sales Book

4. What is Capital Expenditure? Differentiate between capital expenditure and revenue expenditure.

(5+5=10)

5. What is Bank Reconciliation Statement? Explain briefly any four points regarding need and importance of Bank Reconciliation Statement.

(5+5 = 10)

6. What do you mean by Depreciation? Also discuss its any one method with example.

(5+5 = 10)

Or

Explain the following terms:

(3+3+4=10)

- a. Prepaid Expenses
- b. Outstanding Expenses
- c. Closing Stock

7. What is the meaning and uses of Ledger? Also give a Performa of Ledger?

(5+5 = 10)

8. Prepare Cash Book with Bank Column of Ramesh from the following information:

(10x1=10)

- Jan. 01 Cash in hand Rs. 100 and Bank Balance Rs. 2000
- Jan. 05 Purchased goods by Cheque Rs. 1200
- Jan. 06 Drew Cheque for office use Rs. 50
- Jan. 07 Purchased Stationery for Cash Rs. 10
- Jan. 08 Received cheque from Mr. Suresh Rs. 125
- Jan. 10 Carriage paid in cash Rs. 33
- Jan. 12 Seeta paid us cheque Rs. 175
- Jan. 12 Paid Mr. Shyam by cheque Rs. 195
- Jan. 27 Received cheque for sales Rs. 200
- Jan. 31 Salary paid in cash Rs. 300

Or

Explain the following terms:

- a. Advantages of Cash Book
- b. Single Column Cash Book

9. Prepare Trial Balance from the following information:

Particulars	Amount in Rs.
Loan given to Ramesh	40000
Trade Receivables	50000
Livestock	30000
Drawings	10000
Preliminary Expenses	20000
Investment	50000
Interest on Investment	5000
Capital	125000
Advance from Mohan	35000
Bank Overdraft	15000
Provision for Doubtful Debts	8000
General Reserves	12000

(10)

Or

Write note on any two of the followings:

- a. Working Capital
- b. Drawings
- c. Current Liabilities
- d. Reserve

(5+5=10)

10. From the following information prepare Trading and Profit & Loss Account for the year ended 31st March, 2021 and Balance Sheet as at that date after considering the adjustments given below:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Cash in hand	1500	Patents	10000
Cash at Bank	7000	Salaries	14000
Purchases	70000	General Expenses	3000
Returns Inward	600	Drawings	10000
Wages	10400	Debtors	40000
Power and Fuel	7000	Sales	120000
Carriage Outward	3000	Return Outward	700
Carriage Inward	4000	Capital	80000
Opening Stock	12000	Creditors	60000
Building	40000	Bills Payable	6800
Machinery	35000		

Adjustments:

- (i) Closing Stock on 31st March 2021 is Rs. 16000.
- (ii) Machinery to be depreciated @ 10% per annum.
- (iii) Depreciate Patents @ 20% per annum.
- (iv) Salaries amounting to Rs. 4000 were unpaid.

(10)
