

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2022-23

COURSE : Post Graduate Diploma in Accommodation Operation & Management
SUBJECT : Supervisory Management

Semester: 1st 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 management and describe its process. (10)
Or
Discuss the role of supervisors in management
 2. Explain the Management science Approach of Management. (10)
Or
What do you mean by MBO? Discuss the group behavior approach.
 3. Define the human skills needed for effective supervision. (10)
Or
Explain any four functions of Management.
 4. Enlist different qualities required for a successful supervisor. (10)
Or
Define motivation and describe monetary and non-monetary motivation.
 5. Describe the X and Y Theories of motivation. (10)
Or (5+5=10)
- Write notes on:
- (i) Rewards and punishment
 - (ii) Job Enrichment
6. What do you mean by Leadership? Discuss its importance. (10)
Or
Explain four systems of management (Likert)
 7. What are the characteristics of a successful leader? (10)
Or
Define change and its effects on staff.
 8. Discuss group formation stages and explain the importance of team building. (10)
Or
Write a detailed note on procedures and policies of the wage structure.
 9. Explain the elements and application of Total Quality Management. (10)
Or
Describe the role of the supervisor in exceptional customer care.

AOM-13

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ALLOWED : 3 Hours

(Marks allotted)

1. What do you mean by...

10. Fill in the blanks:

1. The element that aims at integrating group efforts to achieve group objectives is called _____.
2. Managing Director is the position of _____ level of management in a large company.
3. Management is multidimensional because it has _____ dimension(s).
4. What is the first step in staffing _____.
5. _____ leaders solve problems and make decisions alone.
6. An important factor of the preplanning stage in group dynamics is determining what the group is to accomplish; this is known as _____.
7. The objective of the Quality circle is to _____.
8. Conceptual skills are needed for _____.
9. Hierarchy of needs theory of management was given by _____.
10. Unity of command is related to _____.

Pages is called
large company.

CODE: AOM-21

ROLL No.....

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2022-23

COURSE: Post Graduate Diploma in Accommodation Operation & Management

SUBJECT: Accommodation Management

Semester: IInd Semester End Term

TIME ALLOWED: 3 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Discuss the interdepartmental cooperation & coordination of the Housekeeping Department with the Front Office & Security departments respectively. (10)
- OR**
- Draw the structure of the Housekeeping Department of a 5 Star Heritage Hotel. Enlist the duties & responsibilities of a Housekeeping supervisor. (5+5=10)
- Q.2. Discuss the importance & relevance of teamwork in the Housekeeping department. Write down the attributes of housekeeping personnel. (5+5=10)
- OR**
- Explain in detail the role of ergonomics in the Housekeeping department. (10)
- Q.3. Explain the process of developing standard operating procedures for the housekeeping department. Illustrate an example of an SOP. (6+4=10)
- OR**
- Discuss the importance of induction & training adopted in the housekeeping department. (10)
- Q.4. Discuss the importance of performance appraisal in Hotels. How does performance appraisal impact the productivity of HK staff? (6+4=10)
- OR**
- Explain the recruitment & selection procedure taken in the housekeeping department. (10)
- Q.5. Write short notes (On any two) (5X2=10)
- a. Job allocations
 - b. Duty rosters
 - c. Frequency schedules
 - d. Calculating staff strength
- Q.6. Discuss in detail the different buying methods used in the Housekeeping department. (10)
- OR**
- Explain different inventory & stock control practices adopted in the Housekeeping department. (10)
- Q.7. Discuss in detail about the fire safety procedures adopted in the hotel. Enlist the fire fighting equipments used in hotel. (6+4=10)
- OR**
- Explain procedures adopted in the scenario of a bomb threat in the hotel. (10)

CODE: AOM-23
COURSE : Post Graduate Diploma
SUBJECT : Interior Decoration
TIME ALLOWED : 3 Hours
(Marks allocated)

Q.8. Discuss the role of housekeeping department in commissioning a new hotel property.

- Q.9. Explain in brief (Any Ten):
- a. Waste disposal
 - b. First aid
 - c. Pest control
 - d. Advantages of outsourcing
 - e. Preparation of budget
 - f. Controlling expenses
 - g. Water conservation
 - h. Eco-friendly products in hotel
 - i. Quality control
 - j. Objectives of budget
 - k. Capital budget
 - l. HK outsourced tasks

Q.10. Fill in the blanks:

(10x1=10)

- a. SOP in hotel terminology stands for
- b. Gaseous fire is a type class of fire.
- c. STP used in waste management stands for
- d. & are examples of pests.
- e. is called as outsourced laundry in housekeeping.
- f. is a method of buying in housekeeping.
- g. RWH is a conservation technique.
- h. chemical is used in pest control.
- i. & Are the natural disasters in emergency situations.
- j. is the schedule of employees in the department.

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CODE: AOM-23

ROLL No.....

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2022-23

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. What are the principles of design? Explain with reference to a hotel guest room. (10)

Q2. Discuss the two different methods of lighting, architectural and non-architectural lighting with examples. (10)

OR

Explain the different types of lighting.

Q3. Differentiate between (any Two): (2X5=10)

- (a) Floor finish and Floor covering
- (b) Roller and Roman blinds
- (c) Direct light and diffused light

Q4. Describe any five types of window treatments. (10)

OR

What are the different types of colour schemes? Explain with the help of a neat diagram.

Q5. Write short note on the following (any Five) (5X2=10)

- a- Texture
- b- Blinds
- c- Swags
- d- Harmony
- e-Emphasis
- f- Fluorescent Light
- g- Filler
- h-Foliage

Q6. What are the advantages and disadvantages of carpets? Discuss methods to protect carpets from damage. (10)

OR

Identify different types of carpets and explain the process to maintain them maintained.

Q7. Discuss the use of indoor plants in hotels. Explain how life and health of indoor plants are Maintained. (10)

OR

List 20 different types flowers and 10 types of foliage used in flower arrangements.

Q8. (a) Explain the preparation guidelines for flower arrangement. (5+5=10)

(b) Describe various factors considered for the selection of upholstery.

Q9. Discuss different types of materials used for making furniture.

Q.10. Fill in the blanks:

- (i) _____ is the science of growing plants and gardening.
- (ii) Flower arrangement in low container is called a _____ style.
- (iii) The recommended height of W.C. is _____ cm.
- (iv) Coffee table should be _____ cm in height.
- (v) Decorative drapery treatment meant to hide the curtain headings is called _____
- (vi) A stronger more easily cleaned material used to surface the lower part of a wall, approximately upto 150 Cm height from the floor is called _____
- (vii) The amount of fresh air per person per hour to be maintained in hotels is _____
- (viii) 1 Footcandle = _____ Lux
- (ix) An object that is placed underneath the container is called _____
- (x) Leafy plant material used in flower arrangement is called _____

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FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2022-23

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 understand by Control of Cash? Also, discuss Cash Receipts and Cash Payments in the hotel industry. (3+7=10)
- Or
- Explain the significance of the Budget in Hotels. Discuss the rules for making budgets for hotels. (10)
2. Discuss about the auditing. Also, explain the significance of audits in the hotel industry. (4+6=10)
- Or
- What are the objectives of Auditing? Differentiate between statutory and internal auditing. (5+5=10)
3. What is Night Auditing? State the role of the night auditor in a hotel. (5+5=10)
- Or
- Explain the importance and limitations of night auditing. (10)
4. Write short note on any two of the following: (5+5=10)
- | | |
|----------------------|----------------------|
| (a) Room Occupancy | (b) Bin Card |
| (c) Zero Base Budget | (d) Margin of Safety |
5. Describe the nature of Hotel Business. Also, discuss various sources of revenue of a Hotel. (5+5=10)
- Or
- Define Budget. State the difficulties faced by an organization while preparing the budget. (4+6=10)
6. The Grand Hotel has 179 rooms in all out of which 15 rooms are used for operational purpose and 4 rooms are occupied by the general manager and the departmental managers. If 136 rooms are occupied by the guests on 24th April 2023, calculate the room occupancy rate for the day. (10)
7. The following are obtained from the records of a factory: (5+5=10)
- | | |
|----------------------------------|-------------|
| Sales (4000 units @ Rs. 10 each) | Rs. 40000 |
| Break Even Point | 15000 Units |
| Fixed Cost | Rs. 3000 |
- Calculate:
- (i) Variable Cost
- (ii) Profit
8. The checkout time of a hotel is 11 a.m. In that hotel, a guest checks in at 2 p.m. on 11th May 2023 hiring a room on European Plan @ Rs. 1800 per day plus service charge @ 10%. You are required to calculate the amount payable by him in each one of the following cases: (10)
- The guest checks out at 08:00 am on 12th May 2023.
 - The guest checks out at 11:00 am on 12th May 2023.
 - The guest checks out at 02:00 pm on 12th May 2023.
 - The guest checks out at 10:00 am on 13th May 2023.

SUBJECT CO
 COURSE: Post
 SUBJECT: Busin
 TIME ALLOWED:
 Q1- Discuss the import
 Write the minutes of
 Manager, and other fr
 Q2- What do you

9. What is Cost Sheet? Why Cost Sheet is prepared? Prepare a format of Cost Sheet with imaginary figures.

Or

Calculate the Following:

- (a) Gross Profit
- (b) Net Profit

(5+5=10)

Particulars	Amount (Rs.)
Opening Stock	15000
Purchase of Raw Material	65000
Closing Stock	9000
Sales	147000
Purchase Return	3000
Sales Return	7000
Labour	12000
Salary of Staff	9000
Rent of Hotel	12000
Advertisement Charges	4500
Printing & Stationary	3700

10. Fill in the blanks:

- (a) In three-column cash books, receipts are entered on side and payments on side.
- (b) Margin of Safety is the difference between and
- (c) Under the American plan, the guests are provided with
- (d) Zero Base Budgeting was first used by
- (e) The cost of sales is the total of

(5x2=10)

Post Sheet with

SUBJECT CODE: AOM-25

ROLL No.....

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2022-23

COURSE: Post Graduate Diploma in Accommodation Operation & Management

SUBJECT: Business Communication

Semester/Term: IInd Semester/End Term

TIME ALLOWED: 2 Hours

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q1- Discuss the importance of Telephone Etiquette in the hospitality Industry. (5)
OR
Write the minutes of meetings of front office department meeting with the Front Office Manager, Lobby Manager, and other front office staff discussing the departmental budget, and team development.
- Q2- What do you understand by communication networking? Write the classification of the communication network. (10)
- Q3- Elaborate the role of electronic communication in front office operations. (5)
OR
Write a letter to M/S Smart Kitchen Works, a kitchen equipment vendor asking for a quotation for the kitchen equipments.
- Q4- How to conduct a formal meeting in an effective way. (5)
OR
Write a report to the Restaurant Manager of the fire incident that happened last night at the banquet during the wedding party.
- Q5- Write a detailed report to the front office manager about the drunken guest who misbehaved with the front office staff. (10)
- Q6- Write the role of visual aids in presenting an effective presentation. (5)
OR
What are the different types of memoranda? Explain in detail.
- Q7- Discuss the objective of business meetings. (5)
- Q8- State true or false: (5)
(A) Notice is an informal, oral announcement to a group of people.
(B) Audience analysis is a must in delivering an effective presentation.
(C) Memorandums are used to convey specific details on the project.
(D) Organization structure is the systematic arrangement of human resources in an organization so as to achieve common business objectives.
(E) Conversation between Hotel staff and vendor is an example of formal communication.

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SUBJECT CODE: AOM-15

ROLL No.....

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2022-23

COURSE : Post Graduate Diploma in Accommodation Operation & Management

SUBJECT : Communication

Semester: 1st Semester/End Term

TIME ALLOWED : 2 Hours

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q1- Describe the do's and don'ts of telephonic communication. (5 Marks)
- Q2- Define Proxemics and Kinesics with suitable examples. (5 Marks)
- Q3- Discuss the importance of non-verbal communication. (5 Marks)

OR

Explain the difficulties of listening. What can we do to improve listening skills?

- Q4- What are the essential qualities of a good speaker? (5 Marks)

OR

Audience analysis is important to deliver an effective presentation. Elaborate. (5 Marks)

- Q5- What are the barriers to communication? How to overcome these barriers. (5 Marks)
- Q6- Define communication. What are the different types of communication? (5 Marks)
- Q7- Make meaningful sentences from the following words (any five): (5x2=10 Marks)
- (a) Access/ Excess (b) Affect/ Effect (c) Male/ Mail (d) cellar/seller
- (e) career/carrier (f) Aloud/Allowed
- Q8- (a) Explain the importance of effective speech for hotel professionals. (5 Marks)
- (b) Write a conversation between the guest and the front desk agent regarding the guest room enquiry. (5 Marks)

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**FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2022-23**

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 principles of cleaning in the housekeeping department. Explain the block method in organizing cleaning in the hotel. (6+4=10)
- Q.2. Discuss the general selection criterion of equipment in cleaning organization. Enlist five manual pieces of equipment with their usage. (5+5=10)
- OR**
- List down various mechanical equipment used in the housekeeping department. Explain any five of them briefly. (5+5=10)
- Q.3. Explain the general selection criterion of cleaning agents. Discuss the usage, care & storage of cleaning agents. (5+5=10)
- OR**
- Explain different types of keys used in hotels. Discuss briefly the key control system. (10)
- Q.4. Draw a layout of the floor pantry in the housekeeping department. Discuss essential features of the pantry. (6+4=10)
- OR**
- Write the detailed procedure of cleaning a vacant guestroom & bathroom. (10)
- Q.5. Discuss in detail the composition, care & cleaning of metal surfaces. (10)
- OR**
- Explain the various tasks performed in the evening service.
- Q.6. Explain the feasibility of on-premises laundry in a hotel. Discuss the advantages & disadvantages of on-premises laundry. (6+4=10)
- OR**
- Enlist different sizes & types of beds. Discuss the different beddings used for beds. (10)
- Q.7. Draw the layout of the chambermaid's trolley. Enlist the items stacked in the trolley. (10)
- Q.8. Explain in two or three lines (any five): (5x2=10)
- (a) VVIP
 - (b) Par stock
 - (c) Discrepancy
 - (d) Sewing sections
 - (e) Valet service
 - (f) Industrial laundry
 - (g) Uniform room
 - (h) Lost & found

(4x2.5=10)

Q.9. Write any four in brief:

- (a) Wash cycle stages
- (b) Off premises laundry
- (c) Uniform designing
- (d) Guest laundry
- (e) Stock taking procedure

(10x1=10)

Q.10. Fill in the blanks:

- (a) CIP stands for
- (b) A room facing the swimming pool is called
- (c) Lipstick stain can be removed by applying
- (d) Dimension of a queen size bed is
- (e) Public area cleaning may be categorized into the front & of the house areas.
- (f) Size of a bath towel in the guest bathroom is
- (g) SPATT stands for
- (h) Grease stain may be removed by using
- (i) can be used for glass cleaning.
- (j) is the first stage of the wash cycle.

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SUBJECT CODE: AOM-12

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2022-23

ROLL NO _____

COURSE: Post graduate Diploma in Accommodation & Management
SUBJECT: Front Office Operations
TIME ALLOWED: 3 Hours

Semester: 1ST Semester/End Term
MAX MARKS: 100

(Marks allowed to each questions are given in brackets)

- Q1. Discuss various types of rooms in a hotel. (10)
OR
Draw Organization chart of Front Office department of a large hotel. Explain Duties and responsibilities of Lobby Manager. (10)
- Q2. Describe in detail the various Components of Tourism. (10)
OR
Explain different types of Meal plans. (10)
- Q3. Discuss mail handling procedure. (10)
OR
What are the different types of Reservations? (10)
- Q4. Classify hotels on the basis of Ownership. (10)
OR
Explain various types of Tariffs. (10)
- Q5. How Front Office Coordinates with Housekeeping and Food and Beverage departments. (10)
OR
Discuss in brief about various modes of Reservations. (10)
- Q6. Discuss the Evolution and growth of hospitality industry. (10)
OR
Write a detailed note on: "Global Distribution system". (10)
- Q7. Discuss the functions of Travel agency. (10)
OR
Give introduction to guest cycle. "Pre arrival and Arrival". (10)
- Q8. Write short notes on any two. (5x2=10)
(a) convention Hotels (b) Heritage hotels
(c) Overbooking (d) Concierge
- Q9. Explain in short. Any five (2x5=10)
(a) In bound Tourism (f) Passport
(b) Rotels (g) sustainable tourism
(c) Excursion (h) under stay
(d) Guest Registration card (i) Paging
(e) No Show (j) FHRAI
- Q10. State True or False (1x10=10)
(a) Resorts are under the category of Supplementary Accommodation.
(b) Vivanta is a brand of Oberoi group.
(c) Transient hotels are used by the guest as stopovers.
(d) Form C is used by the hotel to send information about the guest belongs to border area.
(e) Caravan tourism is one of the forms of tourism.
(f) Wakeup call coordinated by the Bell desk.
(g) Crib rate is charged for children above ten years.
(h) World span is a GDS used by travel agents.
(i) The color of the Diplomatic passport is blue.
(j) Visa is required for visiting Sri Lanka.

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**FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2022-23**

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. What do you mean by 'Accounting'? Explain the features and types of Accounting (10x1=10)
Or
Discuss the assumptions of Accounting.
2. Write notes on the following: (2 5x4=10)
 - a. Personal and Impersonal Accounts
 - b. Intangible Assets
 - c. Journal
 - d. Generally Accepted Accounting Standard
 Or
What do you understand by Cash Book? What are the advantages of a Cash Book for a Business? (5+5=10)
3. Discuss the Subsidiary Books of a Business? Explain the classifications of Subsidiary Books. (5+5=10)
Or
Prepare the format of the following with imaginary figures: (5+5 = 10)
 - (a) Double Column Cash Book
 - (b) Purchase Book
4. What is Revenue Expenditure? Differentiate between revenue expenditure and capital expenditure. (5+5=10)
5. Why does a businessman prepare Bank Reconciliation Statement? Discuss the importance of the Bank Reconciliation Statement. (5+5 = 10)
6. Write notes on the following: (4+3+3 = 10)
 - a. Current Liabilities
 - b. Salvage Value
 - c. Goodwill
 Or
What is the difference between Trading Account, Profit & Loss Account and Balance Sheet? (10)
7. What are the advantages and limitations of Trial Balance? (10)
8. On April 1, 2022, Meena General Store Cash Book showed debit balances of Cash Rs. 1,550 and Bank Rs. 13,575. During the month of April following business was transacted. You are required to prepare Cash Book? April 2022
 - 02 Purchased Office Type Writer for Cash Rs. 750; Cash Sales Rs. 1,315.
 - 07 Deposited Cash Rs. 500 to bank.
 - 10 Received from Hussain a cheque for Rs. 2,550 in part payment of his account (not deposited).
 - 16 Paid by cheque for merchandise purchased worth Rs. 1,005.
 - 20 Deposited into Bank the cheque received from Hussain.
 - 22 Received from customer a cheque for Rs. 775 in full settlement of his accounts (not deposited).
 - 24 Sold merchandise to sweet Bros. for Rs 1,500 who paid by cheque which was deposited into bank.

- 26 Paid creditor to Salman Rs. 915 by cheque.
 28 Deposited into Bank the cheque of customer of worth Rs. 775 was dated 22nd April.
 29 Paid wages by cash Rs. 500 and salary Rs. 1,000 by bank.

Or

Explain the following terms:

- Petty Cash Book
- Double Column Cash Book

9. Prepare Trial Balance from the following information:

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

Or

(10)

Write note on any two of the followings:

- Retained Earnings
- Prepaid Expenses
- Bills Payable
- Bills Receivable

10. From the following information prepare Trading and Profit & Loss Account for the year ended 31st March, 2022 and Balance Sheet as at that date after considering the adjustments given below:

(5+5=10)

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Sales	240000	Patents	20000
Return Outward	1400	Salaries	28000
Purchases	140000	General Expenses	6000
Returns Inward	1200	Drawings	20000
Wages	20800	Debtors	80000
Power and Fuel	14000	Cash in hand	3000
Carriage Outward	6000	Cash at Bank	14000
Carriage Inward	8000	Capital	160000
Opening Stock	24000	Creditors	120000
Building	80000	Bills Payable	13600
Machinery	70000		

Adjustments:

- Closing Stock on 31st March 2022 is Rs. 32000.
- Machinery to be depreciated @ 10% per annum.
- Depreciate Patents @ 20% per annum.
- Salaries amounting to Rs. 8000 were unpaid.

(10)