

SUBJECT CODE: AOM-11

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FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2023-24

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 importance of the housekeeping department in a 5-star hotel. (10)

Q.2. Define cleaning with relevant examples of hotel areas. Explain the block method of cleaning. (5+5=10)

OR

Define spring cleaning. Discuss the frequency of cleaning done by the housekeeping department. (5+5=10)

Q.3. Discuss different types of keys used in hotel rooms & their key control system. (10)

OR

Differentiate between manual & mechanical equipment with 5 examples of each. (10)

Q.4. Write the detailed cleaning procedure of a checked-out guestroom & bathroom. (10)

OR

Draw a layout of the maid's trolley indicating the provision of racks for linen & supplies. (10)

Q.5. Define the linen cycle. Discuss selection criteria & linen control in hotels. (10)

OR

Discuss the advantages & disadvantages of on-premises laundry for a 4-star hotel. (10)

Q.6. Explain the procedure of lost & found followed by the department. (10)

OR

Discuss different sizes & types of beds used in star-classified hotels. (10)

Q.7. Discuss the composition, care & cleaning of Leather, Leatherite & Rexine surfaces. (10)

Q.8. Explain in two or three lines (any five): (5x2=10)

- (a) Guest special request
- (b) Commercial laundry
- (c) Off premises laundry
- (d) Evening service
- (e) Conventional cleaning method
- (f) Room occupancy report
- (g) Computerized key cards
- (h) Work orders

Q.9. Write any four in brief:

- (a) Weekly cleaning areas
- (b) Wash cycle stages
- (c) Valet service
- (d) Discrepancy in stock taking
- (e) Par stock

Q.10. Fill in the blanks:

- (a) SOP stands for
- (b) A room with twin beds & a common headboard is called as
- (c) Oil stain can be removed by applying
- (d) Dimension of a single size bed is
- (e) Evening service is also called as
- (f) The Size of a double bed sheet in the guest bathroom is
- (g) VVIP stands for
- (h) Milk stain may be removed by using
- (i)can be used for wooden polish.
- (j) is the last stage of a wash cycle.

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COURSE : Post Graduate Diplo
SUBJECT : Front Office Operat
TIME ALLOWED : 3 Hours

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(10x1=10)

SUBJECT CODE: AOM-12

ROLL No.....

**FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2023-24**

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)

- Q.1 Define tourism. Discuss in detail the various reasons why people undertake travel. (2+8 = 10)
OR
Define Hospitality. Discuss the various facilities offered in a five-star hotel for its guests.
- Q.2. List the various sections of the front office and briefly explain the activities of each section. (10)
OR
Draw the hierarchical organization chart of a large five-star hotel.
- Q.3. Classify the different types of hotels. Explain "Clientele" based hotels briefly. (10)
OR
Define the term "Hotel". Explain the classification of a Hotel based on "Location" briefly.
- Q.4. List different types of hotel rooms available in star hotels and briefly describe any Five. (10)
OR
Briefly describe the various Personality traits required by the Front Office Personnel.
- Q.5. List and explain different types of Meal Plans available in hotels for the guests. (10)
OR
Discuss in brief the different types of room tariffs offered to the guest.
- Q.6. Explain the different stages of the guest cycle in a star hotel. (10)
OR
Explain the typical steps involved in the registration of a hotel guest on arrival.
- Q.7. Define the term "Reservation" and briefly explain its various types. (10)
OR
How the Front Office Coordinates with Housekeeping and Food and Beverage departments.
- Q.8 Differentiate between (Any Two) (5x2 =10)
1. Timeshare and Condominium
2. Cabana and Linai
3. Modes of Reservation and Sources of Reservation
4. Waitlisted Reservation and Tentative Reservation
- Q.9. Give the correct word (s) for: (10x1=10)
1. A Room Situated near water bodies is termed as
2. Room with attached kitchen, preferred by Long Staying Guests
3. Guest who reserved the room but did not arrive on their arrival date
4. Food plan which includes breakfast and dinner.
5. Room rates are offered without any discounts.
6. The date given by the reservationist to make the reservation is confirmed.
7. Worldwide computerized reservation network.
8. The guest checks out before his scheduled date of departure.
9. Guests who are barred in the hotel.
10. Verbal mode for making a reservation in the hotel.

Q 10. State True or False.

1. Lanai is not a lettable room.
2. Cash float is the money that is paid by the hotel on behalf of the guest.
3. Hotels with recreational facilities are resorts.
4. Guests from travel agencies are FITs.
5. Room tariff always includes meals.
6. F&B is a sector of the hospitality industry.
7. Suite rooms are not spacious.
8. Wake-up calls are given to the guests in a five-star hotel.
9. The bell boy is a part of the uniform service staff.
10. Supplementary accommodation includes hostels.

E: AOM-14

FOOD CRAFT INST
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ECT: Post Graduate Diploma in Accommoda
E ALLOWED: 3 Hours

Opt : AOM-14

ROLL No.....

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2023-24

COURSE Post Graduate Diploma in Accommodation Operation & Management

Semester: 1st Semester/End Term

SUBJECT: Accountancy

MAX. MARKS: 100

TIME ALLOWED: 3 Hours

(Marks allotted to each question are given in brackets)

1. What are the different types of accounting? Discuss the uses of accounting in a business organization. (5+5=10)

OR

Describe the principles of accounting. (10)

(2x5=10)

2. Write notes on the following:

- Capital
- Tangible Assets
- Accounting Standards
- Journal
- Petty Cash Book

OR

What is meant by a three-column cash book? Also, give the format of a three-column cash book. (5+5=10)

3. Discuss the needs and uses of subsidiary books in a business. Explain different types of subsidiary books. (5+5=10)

OR

Prepare the format of the following with imaginary figures: (5+5 = 10)

- Journal Proper
- Sales Book

4. What do you understand by Capital Expenditure? Give some examples of Capital Expenditure. Differentiate between capital expenditure and revenue expenditure. (4+3+3=10)

5. Why the businessman prepare a Bank Reconciliation Statement? Explain briefly any four points regarding the needs and importance of the Bank Reconciliation Statement. (5+5 = 10)

6. What do you mean by Depreciation? Also, discuss its anyone method with examples. (5+5 = 10)

OR

Explain the following terms: (3+3+4=10)

- Opening Stock & Closing Stock
- Outstanding Expenses
- Gross Profit & Net Profit

7. What is the meaning and uses of Ledger? Also, give a format of Ledger. (5+5 = 10)

8. Prepare a double-column cash book with the help of the following information for December 2023: (8x1.25=10)

	₹
Dec. 01 Started business with cash	80,000
Dec. 04 Deposited in bank	50,000
Dec. 10 Received cash from Rahul	1,000
Dec. 15 Bought goods for cash	8,000
Dec. 22 Bought goods by cheque	10,000
Dec. 25 Paid Shyam by cash	20,000
Dec. 30 Drew from Bank for office use	2,000
Dec. 31 Rent paid by cheque	1,000

OR

Explain the following terms:

- Advantages and Disadvantages of Cash Book
- Single Column Cash Book

B. Prepare the Trial Balance of XYZ Ltd from the following information:

Particulars	Amount in Rs.
Capital	8500
Opening Stock	2600
Furniture	7300
Purchases	300
Cash	22500
Carriage	12000
Sales	1900
Building	350
Return Inward (Sales Return)	1000
Return Outward (Purchase Return)	970
Trade Expenses	3000
Discount Received	2270
Salary	
Office Rent	

(10)

OR

(5+5=10)

Write a note on any two of the following:

- Working Capital
- Drawings
- Current Assets
- Provision

10. From the following information prepare Trading and Profit & Loss Account for the year ended 31st March, 2023 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:

- Closing Stock on 31st March 2023 is Rs. 16000.
- Machinery to be depreciated @ 10% per annum.
- Depreciate Patents @ 20% per annum.
- Salaries amounting to Rs. 4000 were unpaid.

(10)

ROLL No.....

M 15

WOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2023-24

Post Graduate Diploma In Accommodation Operation & Management

Communication

Semester: 1st Semester/End Term

MAX. MARKS: 50

ALLOWED: 2 Hours

(Marks allotted to each question are given in brackets)

- Q1. What is the purpose of communication? (10)
OR
What is the need for communication?
- Q2. What points should be kept in mind while delivering the speech? (10)
- Q3. Write five sentences commonly used with the guest, with proper punctuation marks. (5)
OR
Write down the steps for answering the telephone call.
- Q4. What are the barriers to effective listening? (5)
OR
Define kinesics and discuss any two types in detail.
- Q5. Name the types of non-verbal communication and explain any two in detail. (5)
- Q6. What are the important telephonic skills required for the hotel industry? (5)
OR
Write short notes on any two types of listening.
- Q7. Match the following:- (5)
- | | |
|-------------------|-----------------------------|
| 1. Gesture | a) Listening |
| 2. Computer | b) Please |
| 3. Art of hearing | c) Non-verbal communication |
| 4. Magical word | d) Advertisement |
| 5. Newspaper | e) Email |
- Q8. Make a sentence to bring out the meaning of any two:- (5)
1. Weather / Whether
 2. Weak / Week
 3. Affect / Effect
-

FOOD CRAFT INSTITUTE, AMU CAMPUS ALIGARH
ACADEMIC YEAR 2023-24

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 is cash flow management in a hotel industry? Which book of accounts records all cash receipts and cash payments. (10)
- OR**
- What is the mode of payment in a hotel? Explain the importance of cashless payments in a hotel industry. (10)
2. Define the hotel budget. Explain the different types of hotel budget. (10)
- OR**
- Explain in detail the limitations of a budget. (10)
3. What is meant by the term auditing? Make the difference between statutory auditing and internal auditing. (4+6=10)
- OR**
- Write down the rules regarding Auditing. (10)
4. Explain the procedure of night auditing. (10)
- OR**
- Write duties and responsibilities of night auditor. (10)
5. Write short note on any two of the following: (5x2=10)
1. Break even point 2. Overhead cost 3. Cash sheet 4. Bin Card
- OR**
- The following information relates to a company, which produces a single product (10)
- | | |
|-----------------------------|------------|
| Direct Labour per unit | ₹ 11 |
| Direct Materials per unit | ₹ 6 |
| Variable Overheads per unit | ₹ 3 |
| Fixed cost | ₹ 2,00,000 |
| Selling price per unit | ₹ 30 |
- Use the figures above to show the minimum number of units that must be sold for the company to break-even.
6. Hotel Hayat has 400 rooms for the consumers, out which 220 rooms were booked on July 5 2024. (10)
- Find out occupancy and un occupied rate of the day. If the fixed cost on 400 rooms is ₹ 40,000 and ₹ 750 charged for each occupied room, calculate the surplus. (10)

7. The following information is available from a hotel of particular dessert.

1. Fixed cost ₹ 5000
2. Desired profit ₹ 20,000
3. Selling price per unit
4. Variable cost ₹ 10 per unit

Find A: units to be sold B: Total Variable Cost

8. The checkout time of a hotel is 12 noon. In that hotel, a guest checks in at 1p.m. on 5th June 2024 hiring a room @ ₹ 2000 per day plus service charge @ 12%. You are required to calculate the amount payable by him in each one of the following cases:

- a. The guest checks out at 11:00 am on 6th June 2024.
- b. The guest checks out at 10:00 am on 7th June 2024.
- c. The guest checks out at 9:00 pm on 8th June 2024.
- d. The guest checks out at 12:00 am on 9th June 2024.

9. Define Cost Sheet. Prepare a format of Cost Sheet with suitable figures.

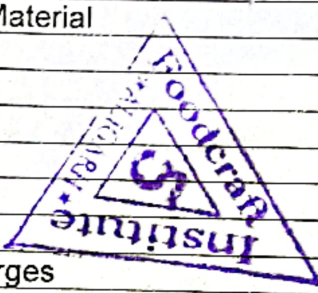
OR

Calculate the Following:

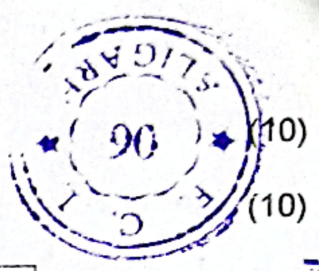
Gross Profit /loss(b) Net Profit/loss

Particulars	₹
Opening Stock	20,000
Closing Stock	15,000
Purchase of Raw Material	95,000
Purchase return	5,000
Sales	1,65,000
Sales return	15,000
Salaries	7,000
Wages	5,000
Rent of hotel	10,000
Advertisement Charges	3,500
Packaging	1,000
Printing and stationary	1,500

आपका फोटो यहाँ चिपकाएँ।
ये जोड़ना आवश्यक है।



DE: AOM
 SE: Post Graduate
 SUBJECT: Accommodation
 TIME ALLOWED: 3 Hours
 (Marks)



Mr. Secretary/Principal
 Foodcraft Institute, Aligarh
 Chairman
 Board of Governors
 Foodcraft Institute
 Aligarh

Prepared by.....

Verified by.....

Checked by.....

10. Fill in the blanks from the followings to the statements given below:

- (a) In three column cash books, payment made through cheques is transferred in _____ side of cash book.
- (b) Contribution margin is the difference between _____ and _____ per unit.
- (c) All receipts are called _____.
- (d) Non-recurring cost which incurs at the time of opening a hotel is called _____.
- (e) In and out of money from the hotel is called _____.

(Inflow, out flow, selling price, variable cost, credit side bank column, debit side bank column, operational cost, startup cost, cash flow, income statements)

Secretary/Principal
Foodcraft Institute, Aligarh

Secretary/Principal
Foodcraft Institute, Aligarh

Co-ordinator
MSRT/CBSP

Father's Name:.....
Mother's Name:.....

Eligible

BATCH NO. - 2

Blood Group:.....
E-mail:.....