

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2025-26

COURSE : 1st Semester of Post Graduate Diploma in Accommodation Operations & Management
 SUBJECT : Accommodation Operations
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define housekeeping. What is the importance of housekeeping department in hotel industry? (10)
- Q.2. Draw a neat chart of classification of cleaning agents. Explain soaps and detergents. (10)
OR
 What is cleaning? Explain the frequency of cleaning with appropriate example. (10)
- Q.3. List the various activities of a linen room in a five star hotel. (10)
OR
 What are the criteria for selection of mechanical equipment? Explain the use and care of any two. (10)
- Q.4. List down and describe different types of keys in housekeeping department. (10)
OR
 Describe a room attendant's cart with a neatly labelled diagram. (10)
- Q.5. Name ten laundry equipment used in a hotel. Explain the function of any five. (10)
OR
 Discuss the facilities provided in a guest room of a five star hotel for differently abled guest. (10)
- Q.6. Draw a neat layout of a floor pantry and explain its essential features. (10)
- Q.7. Draw the laundry symbols of the following (**any five**): (5x2=10)
 i) Do not iron ii) Dry in shade iii) Do not wash iv) Machine wash (delicate)
 v) Tumble dry vi) Hand wash vii) Use hot iron viii) Do not bleach
- Q.8. Elaborate the following abbreviations: (10x1=10)
 i) DND ii) OPL iii) SB iv) GRA v) OOO
 vi) MICE vii) DL viii) NL ix) FFF x) WC
- Q.9. Differentiate between the following: (5x2=10)
 i) Tumble dryer and hydro-extractor
 ii) Shower curtain and sheer curtain
 iii) Back of the house and front of the house
 iv) Soapy detergent and synthetic detergent
 v) Bath sheet and bath towel
- Q.10. Draw the formats of the following: (5x2=10)
 i) Lost and found register
 ii) Occupancy report
 iii) Linen exchange register
 iv) Work order
 v) Uniform register

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COURSE : 1st Semester of Post Graduate Diploma in Accommodation Operations & Management
 SUBJECT : Supervisory Management
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain the various steps of the management process with suitable example. Discuss why each step is essential for achieving organizational goal. (5+5=10)
- Q.2. Briefly describe the evolution of management thought and mention the main stages of its development.
OR
 Explain the role of supervisor as managers. How do they contribute to achieving an organizational goals? (10)
- Q.3. What is systems approach to management? Explain its key features and how it can be applied in hospitality operations?
OR
 Define management by objectives. Discuss the main steps and benefits in achieving organizational goals. (10)
- Q.4. Explain the importance of technical skills for a supervisor. How do these skills impact the efficiency of team operations?
OR
 Discuss how leadership and motivational skills helps a supervisor in achieving departmental and organizational goals. (10)
- Q.5. Discuss the duties and responsibilities of a supervisor. Explain the key factors that contribute to success.
OR
 Explain the primary functions of management. Discuss the planning function of management. (10)
- Q.6. Define motivation. Explain Maslow's hierarchy of needs theory. (5+5=10)
- Q.7. Discuss the importance of discipline at workplace. List few ways to inculcate discipline in staff. (10)
- Q.8. Explain the role of communication in management. How does it help managers achieve organizational goal? (10)
- Q.9. Write short notes on **(any two)**:
 i) Steps in group formation ii) Job analysis iii) Customer care (2x5=10)
- Q.10. Fill in the blanks:
 i) The skill of dealing effectively with people is known as _____ skill.
 ii) Effective communication between supervisors and staff helps in reducing _____ and improving teamwork.
 iii) According to Katz, Technical, Human and _____ skills are required for effective supervision.
 iv) Staffing is the _____ of management.
 v) Supervision exist in the _____ level of management. (5x2=10)

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COURSE : 1st Semester of Post Graduate Diploma in Accommodation Operations & Management
SUBJECT : Accountancy
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Write short notes on **(any five)**:
- | | | | |
|----------------|--------------------|---------------------|--------------------|
| i) Transaction | ii) Posting | iii) Journal Proper | iv) Creditor |
| v) Debtor | vi) Trade discount | vii) Contra entries | viii) Gross profit |
- (5x2=10)

- Q.2. Pass journal entries of the following transactions in the books of Gupta brothers:

Date 2023	Transactions
Oct 1	Commenced business with cash Rs.50,000
Oct 2	Opened bank account by depositing Rs.8,000
Oct 5	Purchased machinery worth Rs.5,000 for cash
Oct 10	Bought goods for cash Rs.10,000 in cash
Oct 15	Sold goods for cash Rs.9,000
Oct 20	Paid wages Rs.1,000
Oct 25	Withdrew from bank Rs.1,500 for personal use
Oct 27	Received cash Rs.2,900 from Karan
Oct 29	Received commission Rs.400
Oct 30	Depreciation provided on machinery Rs.1,000

(10)

- Q.3. Distinguish between **(any two)**:
- i) Trading account and Profit & loss account
 - ii) Debit note and Credit note
 - iii) Capital expenditure and Revenue expenditure
 - iv) Journal and Ledger

(2x5=10)

- Q.4. Prepare a Three-column Cash Book in the books of ABC hotel from the following transactions:

Date 2023	Transactions
Jan 1	Opening cash balance Rs.80,000 and bank balance Rs.70,000
Jan 2	Deposited cash Rs.10,000 into bank
Jan 7	Cash purchases Rs.5,000
Jan 11	Sold goods by cheque Rs.15,000
Jan 18	Received from Abdul Rs.7,000 cash and allowed him discount Rs.500
Jan 22	Paid to Krishna Rs.12,000 by cheque and received discount Rs.600
Jan 25	Bought furniture in cash from Das & Co. Rs.14,000
Jan 28	Withdrew from bank Rs.5,000 for domestic use
Jan 30	Paid for stationery Rs.2,000
Jan 31	Interest received Rs.1,500

OR

Define accounting. Discuss the various objectives of accounting.

(10)

- Q.5. Discuss the various subsidiary books with their respective formats. Also discuss the advantages of maintaining the subsidiary books in hotels.

(10)

- Q.6. Define a trial balance. Discuss the various advantages and disadvantages of preparing a trial balance in a hotel.

(10)

- Q.7. State in which subsidiary books the following transactions are to be recorded:

i) Paid for repairs of machines is cash

- ii) Sold goods on credit to customers
- iii) Purchased goods on credit from the supplier
- iv) Paid for advertisement by cheque
- v) Sold goods for cash
- vi) Purchased good for cash
- vii) Purchased machinery on credit
- viii) Good returned by customer
- ix) Goods returned by supplier
- x) Goods withdrawn by the proprietor for his personal use

(10x1=10)

Q.8. Prepare a trial balance from the following balances in the books of Ramesh & Sons:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Capital	2,70,000	Purchases	4,32,000
Interest allowed	10,000	Sales	7,02,000
Drawings	27,000	Cash	54,000
Freight outward	21,600	Bills payable	27,000
Return inward	16,200	Creditors	32,000
Return outward	5,400	Debtors	54,000
Commission received	2,700	Furniture	27,000
Discount allowed	1,620	Kitchen equipment	2,16,000
Bank loan	43,200	Building	1,62,000
Repair & maintenance	59,400	Rent	1,880

(10)

Q.9. From the following trial balance of K K Bros, as on 31st March, 2023, prepare a Trading and Profit & Loss Account and a balance sheet:

Trial Balance
As on 31-03-2023

Particulars	Debit balances (Rs.)	Credit balances (Rs.)
Capital		36,000
Creditors		8,000
Bills Payable		2,528
Sales		78,182
Bank loan		12,000
Commission received		720
Debtors	3,885	
Salaries	4,000	
Discount allowed	1,000	
Postage	273	
Bad-debts	287	
Interest	1,295	
Insurance	417	
Machinery	10,000	
Opening stock	9,945	
Purchases	62,092	
Wages	4,300	
Buildings	23,780	
Furniture & Fittings	16,156	
Total	1,37,430	1,37,430

Additional information:

- i) Closing stock on 31.03.2023 valued at Rs.40,000.
- ii) Charge depreciation on Machinery @ 10% and on buildings @ 5%.
- iii) Outstanding wages amounted to Rs.600.

OR

What is Bank Reconciliation Statement? State the various reasons for difference between the bank balance as per cash book and as per pass book.

(10)

Q.10. Fill in the blanks:

- i) Assets – Liabilities = _____. (capital/drawings)
- ii) The person to whom the business owes money to the business is known as _____. (debtor/creditor)
- iii) _____ book records only credit purchases of goods. (purchases/sales)
- iv) _____ is called the primary book. (journal/ledger)
- v) An example of non-tangible asset is _____. (machinery/goodwill)
- vi) _____ statement shows financial position of a business on a particular date. (profit & loss account/balance sheet)
- vii) Furniture is a _____ asset. (current/fixed)
- viii) Bank account is a _____ account. (real/personal)
- ix) “Debit-The receiver and Credit-The giver” is the rule of _____ accounts. (nominal/personal)
- x) Sales – Cost of goods sold = _____. (gross profit/net profit)

(10x1=10)

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ACADEMIC YEAR – 2025-26

COURSE : 1st Semester of PG Diploma in Accommodation Operations & Management
 SUBJECT : Communication
 TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. Explain the importance of audience analysis in public speaking discussing its benefits. (10)
- Q.2. Classify communication and explain. (10)
- Q.3. Write down the difference between hearing & listening.
OR
 Explain the barriers of communication. (5)
- Q.4. Differentiate between verbal and non-verbal communication.
OR
 Differentiate between informal and formal communication. (5)
- Q.5. Use the following homophones in sentences to illustrate the differences in their meaning **(any five)**:
 i) Flower / Flour ii) Fair / Fare iii) Knot / Not iv) Sea / See
 v) Deer / Dear vi) Steal / Steel vii) Plain / Plane viii) Stairs / Stare
 ix) Loan / Lone x) Right / Write (5x1=5)
- Q.6. Write short notes on **(any two)**:
 i) Facial expression
 ii) Horizontal communication
 iii) Grapevine communication
 iv) Upward communication (2x2½=5)
- Q.7. Enlist some essential polite expressions used in the hospitality industry to show gratitude? (5)
- Q.8. State True or False:
 i) Learning from a video is an example of a two way communication.
 ii) Storytelling could be an effective opening for speech.
 iii) Eye contact with audience is very important.
 iv) While speaking to a group ask questions for feedback.
 v) Physiological barrier cause due to interpretation of words. (5x1=5)
