

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2025-2026**

COURSE	: 2 <sup>nd</sup> Semester of Post Graduate Diploma in Accommodation Operations & Management	
SUBJECT	: Accommodation Management	
TIME ALLOWED	: 03 Hours	MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Draw the organizational chart of a large five-star hotel with 700 guestrooms having a laundry in its premises.
- OR**
- Draw the organizational chart of a small hotel with 60 guestrooms without a laundry. Describe the duties and responsibilities of a control desk supervisor. (10)
- Q.2. Briefly explain the attributes of a housekeeping personnel in the hospitality industry. (10)
- Q.3. Explain the inter-departmental coordination between housekeeping and front office in 5 star hotel. (10)
- Q.4. What is work study? Briefly explain the stages of work study and how it will assist the supervisor in housekeeping department. (2+4+4=10)
- Q.5. What is work measurement? What is the purpose of conducting work measurement? Explain three different methods to conduct work measurement.
- OR**
- Design a two-day training program to develop the skill of Guest Relationship Executive (GRE), who have not been meeting the performance and productivity standards. (10)
- Q.6. What is budget? Discuss the four methods which an executive housekeeper may adopt to control the operating expenses.
- OR**
- Classify and explain budgets based on the types of expenses involved, the department and flexibility of expenses. (2+8=10)
- Q.7. Define outsourcing. Why should we consider outsourcing services in housekeeping? What are the various types of outsourcing contracts, hotels may go for?
- OR**
- Discuss the advantages and disadvantages of outsourcing in detail. (10)
- Q.8. What is first-aid? What are the contents of a first-aid box? What first-aid would you give in case a victim is suffering from:
- i) Fracture in the leg ii) Scalding of arm due to hot water
- (2+3+5=10)
- Q.9. Write short notes on **(any four)**:
- i) Waster Disposal ii) Duty roster iii) Quality control  
iv) Methods of buying v) Pest control
- (4x2½=10)
- Q.10. A. Fill in the blanks:
- i) \_\_\_\_\_ is the training carried out when an old employee has to retrain or refresh his or her memory.
- ii) The 'A' in ABC of artificial respiration stands for \_\_\_\_\_.
- iii) \_\_\_\_\_ is the waste water from baths, washing machines that is treated and recycled.
- iv) Larvae of insects are also called as \_\_\_\_\_.
- v) Other name for white ant is \_\_\_\_\_.

B. Match the following:

- i) SOP
- ii) Lead time
- iii) Buddy
- iv) CPR
- v) Asphyxia

- a) Purchase
- b) Suffocation
- c) Artificial respiration
- d) Training
- e) Performance standard

(5+5=10)

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**ACADEMIC YEAR 2025-2026**

COURSE : 2<sup>nd</sup> Semester of Post Graduate Diploma in  
Accommodation Operations & Management  
SUBJECT : Front Office Management  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define tourism. Discuss in detail the benefits of tourism to a destination.  
**OR**  
Discuss the concept of yield management from the reference of hotel industry. (10)
- Q.2. Draw the layout plan of lobby. Enlist the equipment used at front office counter.  
**OR**  
Discuss different types of hospitality customers. (10)
- Q.3. Discuss the departure procedure in detail. (10)
- Q.4. Write short notes on the following (**any two**):  
i) Moments of truth ii) Room selling technique  
iii) Express check out iv) Safe deposit procedure (2x5=10)
- Q.5. Discuss the methods of settlement adopted in five star hotels. (10)
- Q.6. List at least 20 tasks performed by PMS.  
**OR**  
Explain the key control procedure and its importance. (10)
- Q.7. How would you handle the following situation:  
i) A guest who wants to register with pet  
ii) Theft in a guest room (2x5=10)
- Q.8. Explain the various license and permits required to set up a hotel. (10)
- Q.9. Hotel ABC has 100 guest rooms. On the night of 1<sup>st</sup> January 2014, total rooms occupied – 80, double occupancy rooms – 50, that means total no. of guest registered 130. Actual revenue earned – Rs.12.00 lakhs. Calculate:  
i) Average guest per room sold  
ii) Average daily rate  
iii) RevPar  
iv) Double occupancy percentage (10)
- Q.10. Fill in the blanks:  
i) \_\_\_\_\_ is an area inside the hotel, where guests are greeted and their queries are answered on their arrival.  
ii) The promotional rate to attract the corporate market segment is called as \_\_\_\_\_.  
iii) Amadeus IT is an example of \_\_\_\_\_.  
iv) A \_\_\_\_\_ key opens all guest room door locks, even those which are double locked.  
v) Guests can check-out promptly by operating \_\_\_\_\_ terminals.  
vi) Travel agent issues \_\_\_\_\_ to their clients for the settlement of hotel bills.  
vii) When a guest departs from the hotel after his expected date of departure, it is called \_\_\_\_\_ stay.  
viii) \_\_\_\_\_ plan includes room rent and all meals in tariff.  
ix) The skill of offering room of high category than already anticipated to the guest is known as \_\_\_\_\_.  
x) On departure, the guest folio or account has to be \_\_\_\_\_. (10x1=10)

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**ACADEMIC YEAR 2025-2026**

COURSE : 2<sup>nd</sup> Semester of Post Graduate Diploma in  
Accommodation Operations & Management  
SUBJECT : Interior Decoration  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. List down any five types of windows with diagram.  
**OR**  
Briefly explain the properties of colors with suitable examples. (10)
- Q.2. Explain various principles of design. (10)
- Q.3. List down and explain different types of curtains. (10)
- Q.4. Classify various types of furniture. Explain each of them briefly.  
**OR**  
Discuss various types of carpets generally used in hotels. (10)
- Q.5. Write short notes on **(any two)**:  
i) Foilage & fillers in flower arrangement                      ii) Types of accessories with examples  
iii) Blinds    iv) Care & maintenance of carpet (2x5=10)
- Q.6. What is ikebana? What are the salient features of ikebana? Name any three other types of oriental flower arrangements. (10)
- Q.7. Explain various types of hard floor finishes commonly used in hotels.  
**OR**  
Discuss various types of wallpapers commonly used in hotels. (10)
- Q.8. Discuss the lighting plans of the following hotel areas:  
i) Entrance and lobbies    ii) Guestrooms (2x5=10)
- Q.9. Draw a prang color chart and list out all the primary, secondary and tertiary colors with supporting explanations. (10)
- Q.10. A. Fill in the blanks:  
i) Shoji is a types of \_\_\_\_\_.  
ii) The sides of the frame of a window are called \_\_\_\_\_.  
iii) \_\_\_\_\_ is a decorative heading for curtains made of frilled, pleated or scalloped fabric.  
iv) \_\_\_\_\_ denotes the warmth or coolness of a color.  
v) \_\_\_\_\_ is an example of an architectural light.
- B. Match the following:  
i) Scissor arm    a) Renaissance Architecture  
ii) Tint    b) Centre of Attraction  
iii) French windows    c) Value  
iv) Emphasis    d) Entrance to balcony  
v) Palladian window    e) Part of a window (5+5=10)

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Q.3. Hotel Woodland has 500 rooms. The number of rooms occupied as on 1<sup>st</sup> January, 2024 was 450. The house count is 600. The room revenue generated was Rs.7,50,000. Calculate the following:

- |                                  |                                 |
|----------------------------------|---------------------------------|
| i) Room Occupancy Percentage     | ii) Double Occupancy Percentage |
| iii) Single Occupancy Percentage | iv) Average room rate           |
| v) Average rate per person       |                                 |

**OR**

Explain the importance of controlling cash receipts and cash payments in hotels.

(10)

Q.4. Who is night auditor? Explain the duties and responsibilities.

**OR**

What are the advantages and limitations of night auditing?

(10)

Q.5. Explain the following:

- |                |                  |                       |
|----------------|------------------|-----------------------|
| i) House count | ii) Contribution | iii) Break-even point |
| iv) Cost sheet | v) Bin card      |                       |

(5x2=10)

Q.6. Explain the room rate payment by credit cards and cash.

(10)

Q.7. Define budget. Discuss the various types of budgets.

(10)

Q.8. Define audit. Distinguish between internal audit and statutory audit.

(10)

Q.9. Define cost sheet. What are its advantages? Also give a specific format of a cost sheet.

(10)

Q.10. Fill in the blanks:

- i) Total number of guests in a hotel is known as \_\_\_\_\_.
- ii) The point of no profit, no loss is called \_\_\_\_\_.
- iii) \_\_\_\_\_ is a compulsory audit for a hotel.
- iv) An internal auditor has to submit his report to \_\_\_\_\_ of a hotel.
- v) In \_\_\_\_\_ budgeting, the base is taken as zero.
- vi) If a guest vacates his room after the check-out time, it is considered as \_\_\_\_\_.
- vii) The cheques drawn against funds deposited in an individual's personal bank account are called \_\_\_\_\_.
- viii) The use of room by a guest during a specific day time only is known as \_\_\_\_\_.
- ix) Contribution = Fixed costs + \_\_\_\_\_.
- x) A bin card is maintained by \_\_\_\_\_.

(10x1=10)

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