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SARDAR PATEL UNIVERSITY
Vallabh Vidyanagar

BBA SEMESTER – IV (Honours) (Hospitality Management) Examination 2016

Subject: Utility Management & Housekeeping - I Code: UM04CBBH04

Date: 11/04/2016

Marks: 60

Day: Monday

Time: 10:30 to 12:30 PM

Q: 1 What is "Staffing Matrix"? Explain the staff strength of 200 room hotel & prepare duty roster for one week. (15)

OR

Q: 1 What are the different types of shift in hotel industry? Explain the employer welfare & discipline (15)

Q: 2 What is the role of "Inventory" in controlling operating expenses? Explain the cost control in linen room with help of format. (15)

OR

Q: 2 What are the various stages, principles & types of purchasing? Explain. (15)

Q: 3 What is "Budget Planning Process"? Explain the different types of "Budget" used in housekeeping department of 5 star hotels. (15)

OR

Q: 3 What is "Pest Control"? Explain the common pest & their control in any 5 star hotels. (15)

Q: 4 What is "Bonsai"? Explain the various different types of 'Bonsai' & their food requirement to grow the Bonsai. (15)

OR

Q: 4 What are various "Fire fighting equipment"? Explain the types of fire extinguisher & the class of "Fire" on which specific fire extinguisher used. (15)

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