



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B. Sc. International Hospitality Management

Type: Semester End Assessment (SEA)

Date: 10/04/2024

Batch and Semester: 2022-25 & Term 4

Total Marks: 30

Time Duration: 2 Hours

Course Name: Front Office Management
Accommodation Management

Course Code: IHCH109

Instructor: Ms. Yoshika B. D'Silva & Thulasi R.

This paper contains 01 page in addition to the cover page.

Full Name of the Student: _____

Permanent Registration Number: _____ Class: _____

Marks Obtained: _____ Faculty Signature: _____ Invigilator Signature: _____

Main Answer sheet	Number of Supplements	Total number of Answer sheets
01		

- Carefully read each question at the outset of the paper. All queries must be addressed to the faculty within the first 10 minutes of the examination.
- Students are expected to maintain complete silence in the examination hall and should not interact or communicate with their peers.
- Students will carry only their essential stationery like pens, pencils, ruler and simple calculators into the examination hall.
- Bags, eatables, drinks, etc. will not be allowed inside the hall with the exception of a bottle of water.
- Cell phones, electronic data banks, scientific calculators and smart/beeping watches are prohibited in the examination hall.
- Students will answer the examination with only blue/ black ball point pens unless informed differently by faculty. Avoid usage of green or red ink pens on the answer sheet.
- Dictionaries will not be allowed into examination hall unless informed differently by faculty.



Q.1. Define the following.

(08 Marks)

1. Job description
2. Par number
3. Position description
4. Job assignment
5. Duty roaster
6. Maximum inventory quantity
7. Job specification
8. Job breakdown

Q.2. Answer the following. (Any 4)

(3*4 =12Marks)

1. Explain the different types of Electrical lightings with example.
2. Illustrate 'Budgeting' in context to Housekeeping Department.
3. Describe Employee Welfare? State the employee welfare needs with suitable examples.
4. Write the advantages & disadvantages of outsourcing / contracting housekeeping services
5. Explain in detail the two types of inventory in housekeeping department with examples.

Q.3. Answer the following in detail

(10 Marks)

1. Draw & explain the 'Guest Cycle'
2. List down the green housekeeping projects done at VMSIHE.