



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B.Sc. International Hospitality Management

Type: Semester End Assessment (SEA)

Date: 25/04/2023

Batch and Term: 2021-2024 & 4

Total Marks: 30

Time Duration: 2 Hours

Course Name: Front Office Management & Accommodation Management

Course Code: IHCH109

Instructor: Ms. Yoshika Dsilva

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 avoid interacting or communicating with their peers.
- Students must enter the examination hall 10 minutes prior to the scheduled time of the examination.
- Students will carry only their essential Books, notes, pens, pencils, calculators and scales 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 and beeping watches are prohibited in the examination hall. The usage of electronic data banks is prohibited.
- 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.I. Answer the following (Any 3)

(30 Marks)

1. Illustrate the green housekeeping projects (any 1) at V.M. Salgaocar Institute of International Hospitality Education. Explain in detail.
2. Under 'Managing Housekeeping Personnel', explain 5 documents / tools for Personnel Management.
3. Explain Contracts & Outsourcing. List down the advantages & disadvantages for hiring Contract Services.
4. Write a short note on 'Lighting and Ventilation'.
5. Prepare a work schedule for a room attendant, shift time starting from 7:30 am to 4:30 pm.
15 mins – Tea/Coffee Break @ 10:00am
30 mins – Lunch Break @ 12:30pm
15 mins – Tea/Coffee Break @ 3:00pm
