



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B.Sc. International Hospitality Management

Type: Semester End Assessment (SEA)

Date: 08/04/2025

Batch and Term: 2023-26 and 4

Total Marks: 30

Time Duration: 2 Hours

Course Name: Front Office & 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 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.A. Answer the following (any 6*5 marks)

(30 MARKS)

1. Define the housekeeping department and list its sub-departments. Also, illustrate the Taski R Series from R1 to R7.
2. Describe in detail the employee welfare needs under 'Managing Housekeeping Personnel'
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 detailed work schedule for a Housekeeping room attendant, shift time starting from 7:00 am to 4:00 pm.
15mins – Tea/Coffee Break @ 10:00am
30mins – Lunch Break @ 12:30pm
15mins – Tea/Coffee Break @ 3:00pm
6. Explain in detail the green housekeeping projects at V.M. Salgaocar Institute of International Hospitality Education. (Sewage treatment plant **OR** Solar water heating system)
7. Prepare a Duty Roster with the details provided below.
Shifts **M** (7am-4pm), **A** (2pm-11pm), **N** (10pm-7am)
Compulsory 2 offs to be given to each staff

Apr-25	Sun 13th	Mon 14th	Tues 15th	Wed 16th	Thru 17th	Fri 18th	Sat 19th
Occupancy	80%	65%	68%	80%	92%	99%	100%
HK Staff							
Brian							
Sameer							
Atul							
Noel	L	L	L	L	L	L	L
Santosh							
Rohit							
Suraj							