

SHRI BALASAHEB TIRPUDE COLLEGE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY, NAGPUR

SESSIONAL TEST

Test No.:

Roll No.: 04

Full Name: Kajal. D. Dhapodkay

Year : Ist year

Subject : Housekeeping

Date : 17/04/23

Course Name : BHMC Ind Sem

Marks Obtained : 18

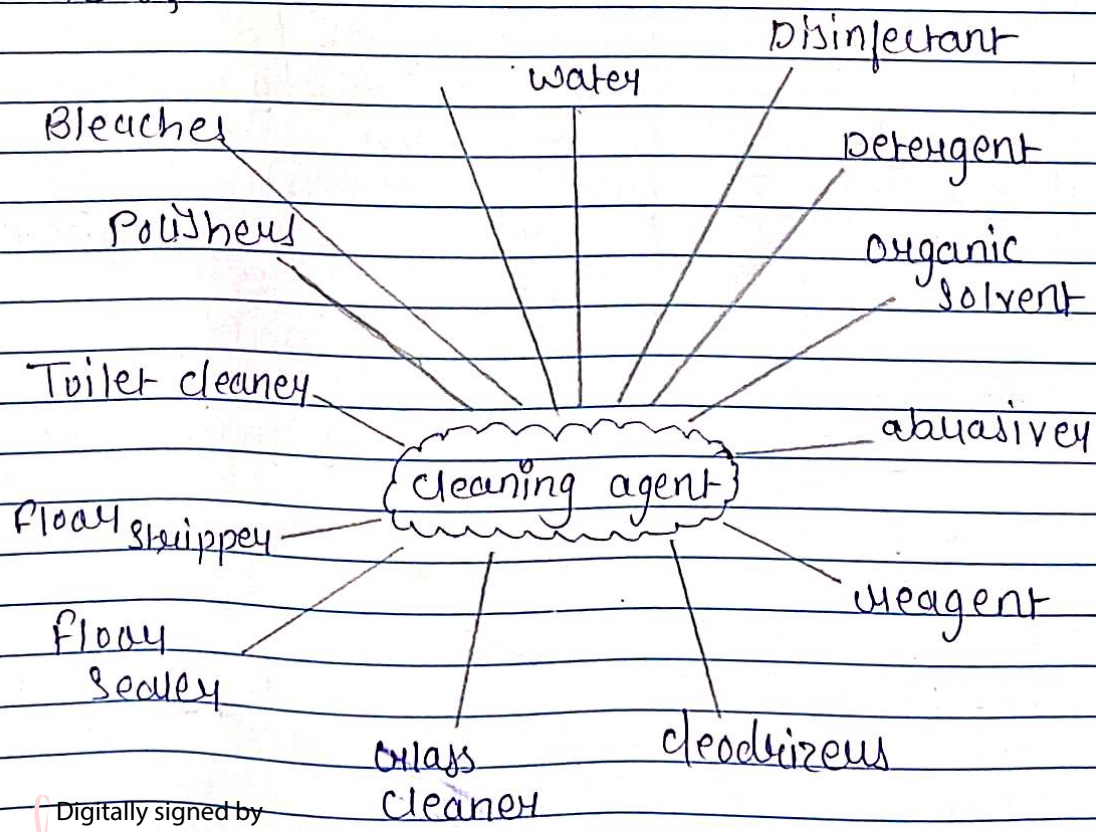
Maximum Marks : 20

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Invigilator :

Signature of
Examiner :

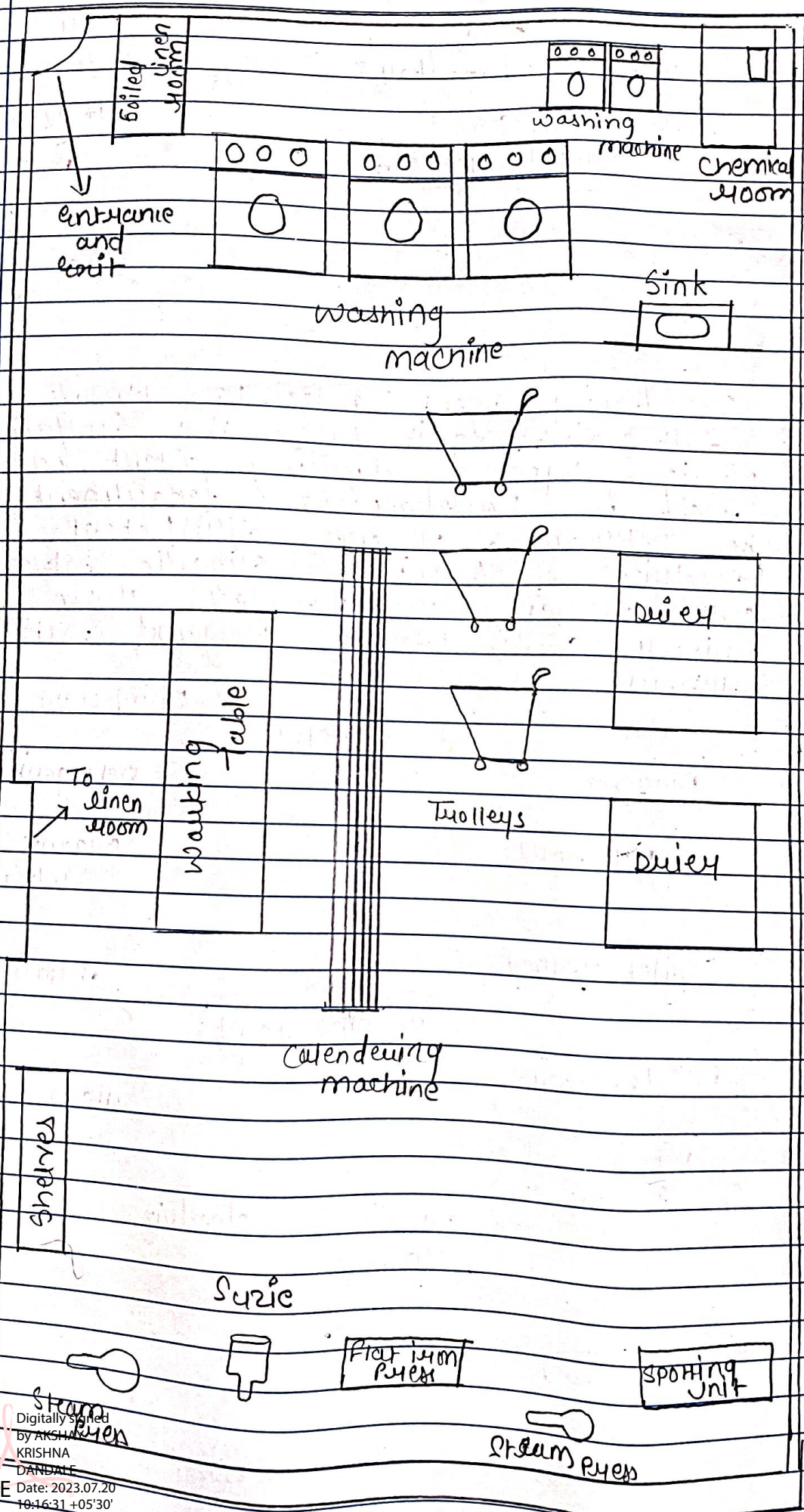
Q. No.	Bit No.		Marks
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1 (A) :- cleaning agent helps to remove dust, dirt, grime from the surfaces. Various type of cleaning agent are used in housekeeping department i.e., detergent, bleaches, disinfectant, deodorizers, Abrasives, organic solvent, glass cleaner, floor sealer, floor stripper, Toilet cleaner, Reagents, water, polishes,



Extra
(06)

(c) layout of laundry



The laundry is use for washing and finishing a linen and cloth of the guest. Laundry has a few types :- contracted laundry, on premises laundry and laundromat. In laundry various type of equipment are used like washing machine, Suzies, Sander, sewing machine, drier etc. Laundry is very useful for the hotel guest. Laundry is place on the basement of the hotel. Various compartment of laundry are explained :-

(1) Wall :- Laundry wall is very

(1) Equipments :- Various type of equipment are used in the laundry like, washing machine, drier, hydro extractor, Suzies, calendaring machine etc. every equipment play a very important role in the laundry. It is very important that the machine is work well in good condition check all the time.

(2) Shelves :- Shelves is use for stacking linen, uniform etc. In it, various type of linen and uniform are come in the laundry. Linen and uniform are stack in shelves.

(3) chemical room :- In this room all the laundry aids using in the laundry are placed. all the laundry aids are placed according their identification.

(4) Soiled linen room :- In this room soiled linen are brought and place for the washing.

(5) Labour :- labour cost is very high in the laundry because various type of linen are come in the laundry for washing and for other special treatment like, dye cleaning, removing of spots etc. so the labour play a very important role in the laundry if the labour work very well then the linen of the uniform can wash and very well.

SHRI BALASAHEB TIRPUDE COLLEGE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY, NAGPUR

SESSIONAL TEST

Test No.:

Roll No. : 04

Full Name: Kajal Bhapodkay

Year

1st year

Subject: Housekeeping

Date

17/04/23

Course Name: BHMCT IInd sem

Marks Obtained

Maximum Marks


Signature of
Invigilator

Signature of
Examiner

No.		Marks
1)	<p>Q:- OPL is stand for on Premises laundry. OPL means on-site and OPL also known as on-site and in-house laundry. Various hotel are own their own laundry in the hotel. For laundry huge investment take place. on-premises laundry is a laundry where all the guest and staff of the hotel are sent their uniforms, cloths and linen for washing, huge amount of labour is needed in the on premises laundry. Various type of equipments are used in this laundry. Exhaust fan is also placed in this room because the heat is generate in the laundry. There are some points of a OPL:-</p> <p>(i) Location :- For the laundry location play a very huge role because if the place is not their then it is different to place a laundry in the hotel.</p> <p>(ii) Size :- Size of always basement of the hotel because it requires a huge place and heavy sound are create generate</p>	of

in this room.

(2) Size :- The size of the laundry is of 6 ft to 8 ft. Big. If the laundry is big then it is easy to work because high number of laundry is coming for washing.

(3) Capital :- Huge capital invested for made a laundry in the hotel and equipments are very priceless and the huge labour work are needed.

(4) Labour :- Labour cost is high in the laundry. Various compartment are placed in the hotel for this every compartment need at least 20 workers so for comp. running smooth efficiency work.

(5) Equipment :- In laundry various type of equipment are used like washing machine, hydro extractor, steam press, calender machine, Suzie, slicer, sewing machine etc. is required for this huge amount is needed.

(6) Other cost :- Other cost like cleaning agent, laundry acid are also require in the laundry.

c) :- Laundry equipment are used in laundry are :-

- ① washing machine
- ② Suzies
- ③ Steam press
- ④ Iron press
- ⑤ dryer
- ⑥ calendaring machine
- ⑦ chemicals
- ⑧ Hydro extractor machine
- ⑨ weighing machine
- ⑩ Dry cleaning machine
- ⑪ Small washing machine
- ⑫ Shin. polisher
- ⑭ flat iron press.

cd) :- Dry cleaning is a cleaning process where no liquid is used. It is this cleaning is happened without water. This cleaning is done with petrol, benzene. Dry cleaning is very costly. and the process of dry cleaning is slightly different. For dry cleaning well skilled labours required.

2) Brown Stock:-

In this stock we use most the ingredients ingredients to have a roasted test and different color. A tomato helps to have a different color and test.

In brown stock:-

- 1) Meat & Bones
- 2) Beef bones
- 3) brown meat
- 4) vegetables

Q1 Ansh Sauces :-

Sauces is defines as a flavor increasing agent and thickening agents. Sauces are made up of tomatoes, apples, meats and other vegetables.

Q2

The basic mother sauces giving as:-

- 1) tomato puree sauces
- 2) ~~Moore~~ Mayonaises
- 3) ~~Mogonated~~ sauces
- 4) Paper sauces

1) Tomato puree is the sauces:-

It is a basic basic and daily use sauces in kitchen it give a nice flavours and give a nice colour.

Q2

Ans

Answer any two:-

Q2

Ans) The seven golden rules of stock making:-

- 1) It enhance the flavor when meat and hief and vegetable are added
- 2) The meat meat bones and chicken bones wash properly to have have a nice flavor.
- 3) The vegetable should be roughly cutt and boil the vegetable in water to sock all of the nutrition and flavor
- 4) The Stock get greasy the meat bones.
- 5) Maratoes are used for garnishing

Q2)

Ans) The importance of sauces in cookery :-

- 1) It enhance the flavor
 - 2) A sauces improve in desatation degis desiguesis, ex:- ~~meat~~ meat sauce, apple sauce with root soup
 - 3) Sauces enhance the nutrition value
 - 4) Sauces helps to have a different colour ex- example like:- tomato sauce, ~~red~~ chille sauce
- Sauces helps to increase thickness

SESSIONAL TEST

Test No.:

Roll No. : 40

Full Name: Saurabh R. Tambe

Year : second

Subject : Housekeeping

Date : 17/4/23

Course Name : BHMCT

Marks Obtained : 20

Maximum Marks : 20

Signature of
Invigilator

Signature of
Examiner

Q. No.	Bit No.	Marks						
Q	1							
Ans	6.							
<p>Renovation - Upgrading things to the necessary changes and Using of new things in terms of decoration, safety and cost efficiency is termed as renovation.</p> <p>There are three different types of renovation.</p> <div style="text-align: center;"> <p>Renovation</p> <pre> graph TD A[Renovation] --> B[Minor Renovation] A --> C[Major Renovation] A --> D[Restoration] </pre> </div> <table border="0" style="width: 100%; text-align: center;"> <tr> <td>Minor Renovation</td> <td>Major Renovation</td> <td>Restoration</td> </tr> <tr> <td>5-7 years</td> <td>12-15 years</td> <td>25-50 years</td> </tr> </table>			Minor Renovation	Major Renovation	Restoration	5-7 years	12-15 years	25-50 years
Minor Renovation	Major Renovation	Restoration						
5-7 years	12-15 years	25-50 years						
08.	①							
<p>Minor Renovation - The minor renovation takes place in the terms of slight changes of the room without moving things. For example change in colour of room, change of drapery.</p> <p>It is performed after 5-7</p>								

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② Major Renovation -

The major renovation takes place in the hotel after very long period of time when changes in physical layout is required and major changing of equipments is there.

For Example, Mainly changing of tiles and any changes done in physical layout.

* Major Restoration is performed after 12-15 years.

③ Renovation - Renovation

③ Restoration -

Restoration is performed only for the historic properties specially palaces if we see most of the palaces are now turned into palaces so now they will only be good efficient to serve if they stay as they are without decaying.

In Restoration we have to make sure that we perform necessary and needed changes and upgradations according to the time without changing the real identity of the place.

* Restoration is carried out after 25-50 years.

Ans a)

Process of Rehabilitation Programme

Evaluation (physical inspection)

↓
Allocation of time

↓
Budgeting

↓
Thematic choice

↓
Design feasibility choice

↓
Decide Planating

↓
Staffing budget

↓
Equipment Inventory

↓
Raw Material Inventory

↓
Adjusting According to the In convenience of Staff, Art and Suppliers

↓
Procedural guide lines

↓
Controls

↓
Take over from Contractors

05

SHRI BALASAHEB TIRPUDE COLLEGE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY, NAGPUR

SESSIONAL TEST

Test No.:

Roll No. : 1

Full Name: Abhisek Rather Year 2nd yr

Subject: Front office operations Date : 18/04/2023

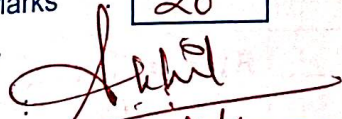
Course Name : BHMCT IVth Sem Marks Obtained : 18

Maximum Marks : 20

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Invigilator :



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18/04

Q. No.	Bit No.	Answer	Marks
Q1-3		<p>The cashier plays a very important role in the hotel as :-</p> <ol style="list-style-type: none"> 1) The cashier collects all the revenue generated by hotel. 2) The cashier gets updated about the charges of a guest from all departments of the hotel. 3) The cashier has the access to handle the discounts given in a hotel. 4) The cashier handles all modes of payment from the guest. 5) The cashier calculates the overall expenditure done by a guest in a hotel. 6) The cashier transfers the charges from different departments to the guest's accounts. 7) The cashier makes bills for the guest. 8) The cashier does the entries of guest payments and updates the status of the guest. <p>Therefore, these are the duties of a cashier which makes it a very important role in a hotel.</p>	06
Q1-4		<p>The night auditor plays an important role as they have to handle a lot of things in the hotel during the whole night so, the duties of a night auditor are :-</p> <ol style="list-style-type: none"> 1) The night auditor has to check all the bill settlements done by the cashiers in the day. 2) The night auditor has to find out the mistakes of the tasks done by the cashier and they have to do the correction in those mistakes. 3) The night auditor has to check all the discounts given by the cashier to the guest. 4) The night auditor has to transfer all revenue generated by the hotel to the main account of the hotel. 5) The night auditor has to tally the overall documents done in a hotel. 	

Q. No. Bit No.

Q1-4

6) The night auditor has ~~to~~ to make and post the transcript.

7) The ~~or~~ night auditor has to perform wake-up calls.

8) The Night auditor has to know all the Emergency situation procedures in ~~the~~ the hotel.

Therefore, this is the job description of a night auditor which ~~was~~ makes this job very important in the hotel.

Q2-2

ARR =

Q2-1

ADR = The full form of ADR is Average daily rate, ADR indicates the common daily room rates of a hotel. ADR helps to calculate the Rev-Par of the hotel.

Q2-4

Transcript = The transcript ~~is~~ contains the overall activities done by the night auditor. Thus, this ~~is~~ the transcript contains all the final corrections done by the night night auditor and it contains the accurate details of guest bills and discounts.

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SHRI BALASAHEB TIRPUDE COLLEGE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY, NAGPUR

SESSIONAL TEST

Test No. :

Roll No. : 52

Full Name: UNEB. I. KHAN

Year : 3rd

Subject : FRONT OFFICE MANAGEMENT II

Date : 18/04/23

Course Name : BHMCT

Marks Obtained : 20

Maximum Marks : 20

Good!

Signature of Invigilator :

Signature of Examiner :

24/04

Q. No.	Bit No.		Marks
I	a	<p>What do you mean by PMS? Explain its application in Front office.</p> <p>⇒ Computers are used on a very large scale now a days in hotel industry. it is widely used in every aspects.</p> <p>In Front PMS is the Property Management System it is equipped with the computer.</p> <p>In Front office PMS helps in check in, check out, guest accounting etc. By the use of PMS.</p> <p>In restaurant, Bar & lounge of hotel second type of software is used called POS Point of sale which integrated with the PMS to generate the Bills of meals & drinks consumed By the guest.</p> <p>PMS helps in every aspects of like Reservation, registration, Billing, check in, check out, guest folio, guest accounting etc.</p> <p>There are various Modules in PMS for the hotels like housekeeping Module, Front desk Module, Back office Module, Reservation Module, etc.</p> <p>There are various types of companies who provide PMS according to the use of the property. like</p>	

Q. No. SR No.

Micros
it includes

* Opera Enterprise Solution



Opera Reservation System



Opera Customer Information



Opera GDS



Opera sales force terminal

* Micros Fidelio

Point of Sale (POS)



Reservation



Property Management System (PMS)

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Define ADR & ARR. Calculate ARR assuming figures

ADR is the Average daily Rate it is calculated by $\frac{\text{Total No of Revenue generated in a particular Period}}{\text{Total No of Rooms sold}}$

Imagine one hotel have 350 Rooms out of which 245 are sold.
& the Revenue generated is ₹ 49,000

∴ ADR will be = $\frac{\text{Total revenue generated}}{\text{Total No of room sold}}$

$$= \frac{49000}{245}$$

$$= ₹ 200/\text{room}$$

ARR is the Average Room Rate it is calculated by $\frac{\text{Total Revenue generated}}{\text{Total No of Rooms sold in that period}}$

as above example

ARR = $\frac{\text{Total Revenue generated}}{\text{Total No of room sold in the period}}$

$$= \frac{49000}{245}$$

$$= ₹ 200/\text{room}$$

200 is the average Room Rate.

c) Explain the use of Reservation Module & Front desk Module

⇒ There are various types of Module is available in PMS that helps in that particular work & increase the performance of the hotel. It includes also include Reservation Module & Front desk Module
In Reservation Module.

- All type of Reservation are done whether it be group, single or etc
- It provide information about the guest.
- It helps in check in & check out.
- It helps in Night audit Report.

Front desk Module

In front desk Module

- It helps in check in & check out process.
- It helps in guest accounting &
- It helps in creating guest folio.
- It provides information about the guest.
- It automatically transfers guest acc folio to the city ledger when the guest check out.
- It integrate with the POS to generate Bills.
- It also attaches the guest information whether it be individual, group or through agent in the guest folio.
- It helps in Registration process.
- It helps in Reservation process.
- guest accounts are automatically settled.
- transfer of Receivable is also done.
- transfer of Payable is also done.
- also helps in Night audit Report generation.

**SHRI BALASAHEB TIRPUDE COLLEGE OF
HOTEL MANAGEMENT & CATERING TECHNOLOGY, NAGPUR**

SESSIONAL TEST

Test No.:

Roll No. : 52

Full Name: UNEK KHAN

Year : 3rd

Subject : FRONT OFFICE

Date : 18/04/23

Course Name : BHMCT

Marks Obtained :

Maximum Marks :

Signature of Invigilator : [Signature]

Signature of Examiner :

No.	Bit No.	Marks
I	①	
	Occupancy Ratio.	
	⇒ Occupancy Ratio is the percentage of of the guest avail. in the hotel by total No of rooms sold. it is calculated to identify the occupancy of the hotel	
	Occupancy ratio = $\frac{\text{No of room sold} \times 100}{\text{Total No of guest}}$	
	Imagine No of Rooms Sold = 245 No of Guest = 105	
	② Room Module	
	⇒ In Room Module It helps to see the occupied & unoccupied room	
	• It helps to see the Rooms under Maintenance	
	• It colour code the Room status like for occupied Room & unoccupied Room & Rooms under Maintenance	
	• It helps to identify different type of Rooms on different floors by scrolling through the cursor	
	• It also helps to housekeeping for the viewing Room status & Room Report	
	• It helps both front office & housekeeping simultaneously for proper work flow.	
	• colour coding is used for identification	

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SHRI BALASAHEB TIRPUDE COLLEGE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY, NAGPUR

SESSIONAL TEST

Test No.: 05

Roll No.: 45

Full Name: Sunilki Lanibat

Year: III

Subject: Application of Computer II

Date: 19/04/23

Course Name: B.H.M.C.T.

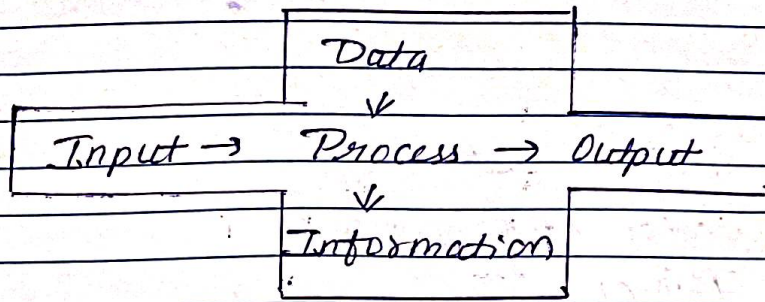
Marks Obtained: 18

Maximum Marks: 20

Signature of Invigilator: [Signature] / 19/04/23

Signature of Examiner: [Signature]

Q. No.	Bit No.		Marks
Q1]	①	<p><u>Explain the characteristics of M.T.S.</u></p> <p>→ <u>The characteristics of M.T.S as follows:-</u></p> <ol style="list-style-type: none"> ① <u>M.T.S. should be based on long-term planning.</u> ② <u>Its central database is the backbone of the well built - M.T.S system.</u> ③ <u>Management information system is based on the need of strategic, operational and tactical information in the M.T.S.</u> ④ <u>Management information System is the flow of information in the management.</u> ⑤ <u>The data in M.T.S is used to elaborate the systems and working information.</u> ⑥ <u>M.T.S is one of the or it is the set of combined procedures.</u> ⑦ <u>M.T.S gathers and produces reliable and relevant and properly organized data that needs in the process of organization.</u> ⑧ <u>M.T.S is the computer system which has hardware and software.</u> ⑨ <u>M.T.S is effectively & efficiently used in System.</u> 	

MIS Process :-

Q. 10 Management information System is a flow of data to information through a process.

Q. 11 Discuss in detail on Advantages & limitations of hotel property management Software.

→ Advantages of hotel property Management Software are as follows:-

- ① PMS makes the work more convenient and faster.
PMS can be used comfortably.
- ② PMS is used to effectively recorded and reported in the system.
- ③ PMS makes the hotel work more faster.
PMS is the most easier & simple software.
- ④ Software makes the system process more faster and easily accessible in the Management.
- ⑤ Property management System enables the staff to make new operations or tools and features upgrade.
- ⑥ PMS is also helps in the process of Housekeeping.
- ⑦ PMS can keep modules updated.
- ⑧ PMS also has access for front desk, POS (Point of sale) for billing purpose and is also enabled in sales office for cash or bill terminals.

→ Limitations of hotel property Management:-

① It is more time consuming:-

PMS can be more time consuming if proper Systems has not be enabled or given update in the System.

As this systems requires number of more features and work it becomes simply harder to access the information faster.

② It may more costly:-

Property Management Software is getting more convenient or rapid use of PMS in hospitality industry.

Requires much more upgradation and requires cost for same installing the PMS.

③ It is more sometimes difficult to manage its features and disables the use of some tools.

Q.2 ② What are the functions of an MIS:-

→ Functions of an MIS includes:-

① Efficient operations:- MIS makes the Management or Information software operations much more efficient to use.

② Increased Connectivity and conversation:-

MIS makes the data and information elaborate, so the users in the Organization has increased the connectivity.

③ Enabled work decisions:-

MIS makes the user to get work decisions faster and with proper knowledge.

④ What are the Contents of personnel module of PMS?

→ The contents of personal Module of Property Management software are:-

Personal Module is the content of other operations in the Property management system, PMS enables the guest for sales and marketing flow in the system software.

Personnel module is an main menu of other parts of the systems.

modules of Personnel software :-

- ① marketing and sales.
- ② Personnel module.
- ③ Time clock.
- ④ Guest inventory.
- ⑤ Sales.

① What are the different information / Data Collection techniques?

→ Different information:-

Information is the processed data in an organization, System is an integration whereas, Management is a tactical information in a system.

This three components requires continuous upgradation regarding functions, performance in management of the system.

Management information system uses variety of different collection of techniques in the organization.

→ It has wide range of data and information.

SHRI BALASAHEB TIRPUDE COLLEGE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY, NAGPUR

SESSIONAL TEST

Test No.:

Roll No. : 02

Full Name: Aditi O. Gadpayale Year : Final yr

Subject Human Resource Management Date : 19/04/2023

Course Name : BHMC T - Sem VIII

Marks Obtained : 18

Maximum Marks : 20

Signature of
Invigilator : 

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Examiner : 

Q. No.	Bit No.	Answer	Marks
Q.1	3.	<p style="text-align: center;"><u>Sources of Recruitment.</u></p> <div style="display: flex; justify-content: space-around;"> <div style="width: 45%;"> <p style="text-align: center;"><u>Internal sources</u></p> <ul style="list-style-type: none"> → Transfer → Promotion → Current / existing employee </div> <div style="width: 45%;"> <p style="text-align: center;"><u>External sources</u></p> <ul style="list-style-type: none"> → Advertisement → Employment Exchange → School, college, University → Recommendation from of employee * Factory gate Labour Union Central application file Labour contractor Former employer </div> </div> <p>A) Internal sources one of the easiest way or sources of recruitment. As the employee are recruited from the organization itself.</p> <p>2) <u>Transfer</u> :- The organization can transfer an employee with skills and qualification to a different department as in another division where the employer needed the most. Transfer of employee can be in organization or to the and another office.</p>	

2) Promotion :- The promotion is a upgradation of position position of the employee which means increase in responsibility, work and paycheck.

3) Current employee or Existing employee :- The employees who are currently working with the organization. The employees with unique quality, skills, talent are the important source of recruitment.

B) External sources ~~are~~ means recruiting employees from outside, by selecting the capable candidate of suitable job organization.

1) Advertisement :- It is one of the best and important source of recruitment. By publishing the news in newspapers, magazines, blogs and online Advertising with the job description and qualification and other categories.

2) Employee Exchange :- The Exchange of employees can be done by organization. The employees can be transferred as Exchange in another department where they needed. For ex. A front office employee can be transferred to HR department, but with a condition the employee must be capable to handle the work with skill and proper qualification.

3) School, college, and University :- This source of recruitment is useful and important, as they are hiring of fresher's, student with the proper knowledge of the specific organization.

4) Recommendation of former employee :- This recruitment is done by the Recommendation or suggestion from the current working employee. The employee suggestion can be accurate because the current employee knows the criteria for the employee recruitment.

5) Factory gate :- This can be done by employees who present themselves in front of Factory gate. They can be selected through interview. The employee who is fit criteria will be hired.

6) Labour Union :- The recruitment can be done by bargaining with the union. They can provide the organization the employee with less risk, skill with little experience.

7) Central application file :- The past applicant who are not selected by the organization store their information, data is stored with the organization and can review again when the need of employment is occurs.

8) Labour contractor :- The recruitment is done by the Labour contractor with an agreement. The contractor will provide employee in bulk capacity.

Q1

4.

* Induction :-

1) Induction is a process in which the new employees, trainees will get to familiar with the organization.

2) The introduction, history, working standards of the organization is given by the HR staff.

3) Induction will introduce the hotel grooming standards and how to present ourselves.

4) It can familiar the employee with the working standards of the establishment.

5) Induction can help the employee to get in contact with the staff without any problem.

6) The employee will get the idea of the job they're going to perform and the process as well as the information about the working hours, work, paycheck & wages and other facilities, facilities.

* Orientalion

1) Orientalion means the employee with the idea about the working standards which they have to follow.

- 2) By orientation they'll get close to the organization.
- 3) They will have idea of Health and safety procedure.
- 4) They will get to know how to do protocol.
- 5) By the help of training the employee will develop some more skills, which eventually helps the organization working.
- 6) It will help the employee to co-ordinate with other staff.
- 7) The Induction and orientation will go hand in hand.

Q.2.

1) Functions of HRM

- 1) Recruitment
- 2) Training and Development
- 3) Employee service
- 4) Salary & wages
- 5) Industrial relations
- 6) Health and safety
- 7) Appraisal
- 8) planning

3) Transfer :- This process is done by the organization to fulfill the staffing in a particular department. The candidate is chosen by their skill, talent, good qualification, working capacity. The transfer of employee can be done inter department or which means in different department. Another transfer can be done by transferring the employee to other organization or to another office where their skills are needed. For example, A front office employee can be transferred to HR department which staff is needed.

SHRI BALASAHEB TIRPUDE COLLEGE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY, NAGPUR

SESSIONAL TEST

Test No. : 70

Roll No. : 01

Full Name : Achal Pravin Pawar Year : Final yr. 8th sem

Subject Advance Accommodation Management Date : 17/04/23

Course Name : BHMCT 8th sem Marks Obtained : 20

Maximum Marks : 20

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Invigilator : 

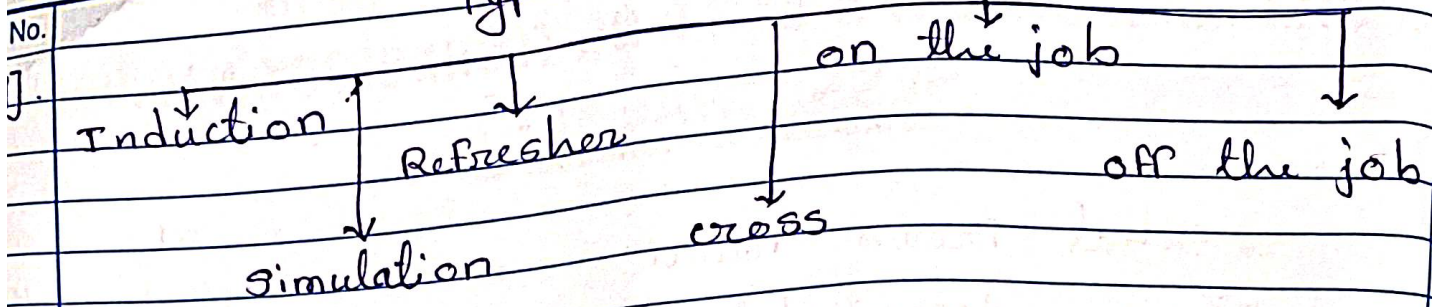
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Examiner : 

Q. No.	Bit No.	Answer	Marks
Q. 1	c)	Following are the benefits of Training:	
	1)	Improves the quality of work.	
	2)	Maintenance for machines is reduced.	
	3)	New employees get to know about hotel.	
	4)	Old employees get motivated & try to improve themselves.	
	5)	Employees get comfortable with the working atmosphere.	
	6)	Work time is reduce to some what extent.	
	7)	Disiplined Disipline is maintain in an organization.	
	8)	Employees to get know about the new machines or techineges which is in trend.	

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Types of training



various types of training are as follows:

1] Induction training:

Induction training is held at the time when new employees joined. This helps them to know about the hotel & hotel culture. It helps them to get comfortable with staff & hotel related operations.

2] Refresher training:

This training is done to brush up the new & old employees knowledge which they forget.

3] on the job training :-

This training is performed with the trainees who have joined for the job. They get to learn about the hotel operations & ethics while doing job their.

4] off the job training :-

This training is done after the working hours of employees are done. In it they learn about the

- stress management.
- How to maintain good relations with staff.
- How to increase revenue.

5] Simulation :-

In this a dummy room or a defected room taken for training employees. Executives & supervisors give training to new & old employees to help them to improve themselves. Don't teach them shortcut at this time as they will get habitual to it.

c) Cross training :- This training is done with the employees who have interest in other department rather than working in the same department. They trained there here after their working hours are done.

b) Orientation :
Orientation is done when the new employees or new trainees join the hotel for 1st time. This programme helps the employees to get to know about different areas of hotel related to their department as well other department. such as laundry, uniform room, cafeteria, Flowering room, Banquets, kitchen, washing area, etc.
This helps to get familiar with the hotel areas.

d) The training is important for the staff because it helps them to know about the hotel & hotel ethics. i.e. how to greet guest, how to handle complains which areas are located where. how the work is done in the hotel.

Various departments are involved in various work operations. Some are inter-related also. employees performance improve as the supervisor take trainings. old staff also improves their performance after training which will eventually generates more revenue. & employees get motivated by the improvement.

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