

UNIVERSITY OF JAMMU

**Syllabus of Entrance /Screening Test for the post of Assistant Manager
(University Guest House, Main Campus, University of Jammu)**

- i. **Duties and Responsibilities (the administrative duties as well as the Guest Relation Management):** Property checks, staffing, duty roasters, work schedules, staff grievance handling, training and hiring of new staff, first aid procedures, feedback management from the guests, TQM (total quality management), Interdepartmental and Interdepartmental coordination, cleanliness and housekeeping management
- ii. **Forecasting and Budgeting:** Knowledge of Yield management, forecasting and its benefits, Budget handling, Par stocks, Inventory management, Making guest house performance reports-Average Daily Rate, REVPAR, Average Room Rate, occupancy percentage.
- iii. **Knowledge of Food and Beverage:** Knowledge of Menu, Menu planning, room service procedure various labour laws in hospitality sector, purchasing methods, stock control, hygiene and sanitation procedures in kitchen.
- iv. **Guest cycle Management:** Guest cycle (pre-arrival, arrival, during stay and departure activities), Knowledge of MS work, property management system (various software's), knowledge of night auditing, bill settlement procedures in coordination with University authorities, gender and age sensitive service practices, Customer Relationship management.

Question paper will consist of two parts A and B

Part A: Objective type question covering the whole Syllabi:

Total Number of Questions: 50 (fifty only)

Total marks: 50

Duration : 30 minutes

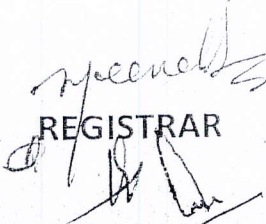
Part B: Subjective type

Note: All questions are compulsory

It will consist of twenty questions (20 only), five from each unit. Each Question carries equal marks (2.5 marks).

Total marks : 50

Duration 02hours


REGISTRAR