

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2016-2017

COURSE : 4th Semester of 3-year B.Sc. in H&HA
SUBJECT : Accommodation Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) What are the activities carried out in a linen room?
(b) Draw the layout of a linen room of a large hotel.

OR

- (a) What are the factors to be considered for purchase of linen in a hotel?
(b) Using a format explain the procedure that is carried out for linen stock taking.

(5+5=10)

- Q.2. (a) Draw the layout of an on-premise laundry of a 400 room 5-star hotel.
(b) Explain in brief atleast **five** laundry equipment used in a commercial laundry.

OR

- (a) With the help of a flowchart, explain each stage of an industrial laundry process.
(b) Compare between an OPL and contract laundry.

(5+5=10)

- Q.3. What are the various types of flower arrangements? Name **any ten** flowers used in flower arrangements.

OR

Explain in detail the various equipment used in flower arrangement.

(10)

- Q.4. What are the various types of indoor plant problems? Explain.

OR

List various steps involved in maintaining indoor plants.

(10)

- Q.5. Draw the sketch of the uniform of a lobby manager (female) in a deluxe hotel in India. Mention the fabric used, colour, accessories and cost.

(10)

Q.6. What are the various laundry agents used in a commercial laundry? Explain **any ten** laundry agents. (10)

Q.7. Write short notes on the following:
(a) Importance of par stock.
(b) Conditioning of flowers and plant material (5+5=10)

Q.8. Explain the stain removal procedure for the following stains:
(a) Chewing gum on carpet
(b) Butter/oil on a tablecloth
(c) Lipstick on a napkin
(d) Rust mark from uniform
(e) Coffee on a shirt (5x2=10)

Q.9. Define the following:
(a) Thread count (b) Laundromats
(c) Moribana (d) Thimble
(e) Bonsai (5x2=10)

Q.10. Fill in the blanks:
(a) Opening in a washing machine through which detergent can be poured is _____.
(b) _____ is another name for floral foams.
(c) Hotel linen that is officially declared unfit for use is called _____.
(d) _____ is added to the wash cycle to prevent the growth of bacteria and fungus in linen.
(e) The Japanese term for pin holder is _____.
(f) Leafy plant material is called _____.
(g) _____ are responsible for collection of guest laundry.
(h) Suzie is a type of _____.
(i) The finished edge running along the length of the fabric on both sides is called _____.
(j) Adaptation to new climate by the plant is referred as _____. (10x1=10)
