

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2013-2014**

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
2<sup>nd</sup> Year of 3-year B.Sc. in H&HA  
SUBJECT : Accommodation Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. Define 'Par'. What are the factors an Executive Housekeeper should keep in mind while establishing par for linen?

(2+8=10)

**OR**

Draw a neat layout of a linen room and explain the step-by-step activities of linen room.

(5+5=10)

Q.2. List the principles of design, as applied to flower arrangement, with a brief description of each.

**OR**

How will you ensure that the plant material lasts longer in flower arrangement?

(10)

Q.3. Give the sketch of uniform for Housekeeping Supervisor (Female) in a downtown Hotel, mentioning the colour, materials, accessories and cost of uniform.

(5+5=10)

Q.4. (a) Explain 'wash cycle'.  
(b) Enlist and explain **five** machines required for setting up a laundry in a large hotel.

**OR**

(a) Suggest an ideal layout of laundry for a resort hotel.  
(b) Compare the merits and demerits of an OPL against a contract laundry.

(5+5=10)

Q.5. What do you understand by valet service? Describe the step-by-step procedure of handling guest laundry in a hotel.

(2+8=10)

Q.6. Write short notes (**any two**):

- (a) Linen hire  
(b) Factors affecting indoor plant growth  
(c) Dry cleaning  
(d) Sewing room
- (2x5=10)
- Q.7. What are the various purchase specifications to be kept in mind while choosing linen for a five star hotel?
- (10)
- Q.8. Explain the following terms:
- (a) Hoppers                      (b) Ikebana                      (c) MSDS  
(d) Mercerization              (e) Linen chute
- (5x2=10)
- Q.9. (I) State True or False:
- (a) No. of warp and weft yarns per square inch is called twists.  
(b) Ikebana means 'making flowers live'.  
(c) Self-service laundries are called ozone.  
(d) Ink stains are removed by acetone.  
(e) Another term for floral foam is kenzen.
- (5)
- (II) Draw the following formats (**any two**):
- (i) Room linen exchange form;  
(ii) Uniform issue slip;  
(iii) Linen discard record
- (2x2 ½ =5)
- Q.10. Write step-by-step procedure of removing the following stains:
- (i) Chewing gum on carpet.  
(ii) Nail polish on hand towel.  
(iii) Rust marks on maintenance uniform.  
(iv) Tea on tea cozy.  
(v) Lipstick on napkin.
- (5x2=10)

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