

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

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Accommodation Operations - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Outline the Organization Chart of housekeeping department in a five star hotel having 400 rooms. List the duties of guest room attendant.

OR

Draw a neat layout of housekeeping department and explain various functions of the department.

(10)

Q.2. Discuss some design features that ease cleaning. What cleaning principles one should follow while cleaning a guest room?

OR

Write a note on frequency schedules for cleaning. Explain how cleaning is organised in hotels.

(10)

Q.3. What are the attributes, in your opinion, are absolutely essential in housekeeping staff? Justify your answer.

(10)

OR

List the duties and responsibilities of the following staff:

- | | |
|---------------------------|---------------------|
| (a) Floor supervisor | (b) Desk supervisor |
| (c) Executive housekeeper | (d) House man |

(4x 2 ½ =10)

Q.4. Discuss what a guest room means to a guest. What is the role of housekeeping department in guests satisfaction and repeat business?

OR

In what way can Computer and Information Technology system be utilised in Housekeeping operations in hotels?

(10)

Q.5. Which are the departments that housekeeping has to co-ordinate in a hotel and why?

(10)

Q.6. Write short notes on **any two**:

- (a) Polishes (b) Hard floor finishes (c) Maids services room
(5x2=10)

Q.7. Define the following (**any ten**):

- (a) Linen chute (b) Box sweeper (c) Disinfectants
(d) Squeegee (e) Murphy bed (f) Spring cleaning
(g) Vanity unit (h) Chamois leather (i) Janitors trolley
(j) Piggy vacuums (k) Johnny mop (l) Tarnish
(10x1=10)

Q.8. Answer the following in **2/3 lines**:

- (a) What do you understand by Parquet floor finish?
(b) What is the procedure for storage of the floor scrubbing machine?
(c) Why maid's trolley should be parked in front of the guest room that is being cleaned?
(d) Why brushes should be stored with their bristles positioned upward?
(e) How will you ensure utmost hygiene and work safety in cleaning operation?
(5x2=10)

Q.9. Differentiate between (**any five**):

- (a) Block cleaning and orthodox cleaning (b) Scrim and swab
(c) Pile lifter and dustette (d) Florist and horticulturist
(e) Vacant room and vacated room (f) Kentucky mop and do-all mop
(5x2=10)

Q.10. Fill in the blanks:

- (a) Chemical name of washing soda is _____.
(b) _____ is a golden brown alloy of copper and zinc.
(c) _____ is a surface active compounds that impart a good wetting power and suspending power to detergents.
(d) A pink oxide of iron used as a fine abrasive for polishing silver is called _____.
(e) _____ particles dispersed in gas packed under pressure with a device for releasing it as a fine spray.
(f) Whirlpool baths are known as _____.
(g) A reaction of fats and oils with an alkali to obtain soap is called _____.
(h) _____ are decorative and delicate lamps used mainly in lobbies, banquet halls and suites.
(i) _____ is very hard and heavy because of its higher flint content compared to other earthen ware and fired at higher temperature.
(j) _____ rooms have kitchen facilities.
(10x1=10)
