

ROLL No.....

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

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

(Marks allotted to each question are given in brackets)

Q.1. Elaborate on the commonly used fire-warning systems and fire-fighting equipment found in hotels.

What is first aid? What is the importance of first aid in housekeeping department?
(10)

Q.2. Modern technology plays an important role in the Safety & Security of hotels. Illustrate.

OR

Write an essay on the types of keys and their control.
(10)

Q.3. What do you understand by cleaning standards? What are the disadvantages of contract cleaning?

OR

What is the need of outsourcing in housekeeping department? List the jobs outsourced in housekeeping department.
(10)

Q.4. Differentiate between the following:

- (a) Hospital housekeeping and office housekeeping.
 - (b) Indenting guest supplies in housekeeping department and issuing procedure of guest supplies in housekeeping department.
- (5+5=10)

Q.5. What is energy conservation? Discuss the methods that may be adopted by hotels for energy conservation.

OR

In what way can a hotel manage its waste, generated on its premises?
(10)

Q.6. What is horticulture? Explain its importance in hotels.
(10)

Q.7. Differentiate between vegetable and animal fibres. (10)

Q.8. Briefly explain the following:
(a) Three 'R' of Waste management.
(b) Energy generation from the "waste" in hotels. (5+5=10)

Q.9. Write short notes on **any two** of the following:
(a) Floor pantry
(b) Periodic cleaning
(c) Modern cleaning agent
(d) Fighting molds
(e) Key card (2x5=10)

Q.10. Expand and explain in one or two lines the following:
(a) OHSMS
(b) STP
(c) ETP
(d) CPR
(e) HACCP (5x2=10)
