

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2014-2015

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. Elucidate different types of fire extinguisher used in hotels.

OR

How should an executive housekeeper deal with sickness and death?

(10)

Q.2. Discuss lost-and-found procedure with appropriate formats.

OR

What steps are required to be taken by the management of the hotel to reduce employee and guest theft?

(10)

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

OR

What do you understand by the term outsourcing? What are the steps involved when hiring a contract?

(5+5=10)

Q.4. Differentiate between the following:

(a) Housekeeping in Universities and Housekeeping in Mall.

(b) Managing recyclable inventories and managing non-recyclable inventories.

(5+5=10)

Q.5. Define the term "Ecotel". What are the criteria for the certification of Ecotel?

OR

What is meant by the water conservation? Discuss methods that may be adopted by eco-sensitive hotels for water conservation.

(10)

Q.6. Discuss the essential components of horticulture. (10)

Q.7. Describe various types of yarns used in fabric construction. (10)

Q.8. Briefly explain the following:
(a) Garbage segregation
(b) Composting (5+5=10)

Q.9. Write short notes in two to three sentences for **any two** of the following:
(a) Modern cleaning equipment
(b) Weekly cleaning
(c) Managing floor pantries
(d) Indoor air quality control
(e) Card key (2x5=10)

Q.10. Expand the following:
(a) OHSMs
(b) STP
(c) ETP
(d) CPR
(e) HACCP (5x2=10)
