

ROLL No.....

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

COURSE : 3rd 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. Explain the activities of the linen room in detail. (10)

OR

- (a) Draw the layout of a linen room.
(b) What are the essential planning features of a linen room? (5+5=10)

Q.2. (a) Describe the advantages of an On Premises Laundry over a commercial laundry.
(b) Draw the layout of an OPL of an 300 room 5 star hotel. (5+5=10)

OR

Explain the laundry cycle with special reference to wash cycle. (10)

Q.3. Explain in detail the various equipment and materials used in flower arrangement.
OR
List the principles of design as applied to flower arrangement with a brief explanation of each. (10)

Q.4. What factors should the executive housekeeper consider while purchasing linen for the hotel? (10)

OR

What do you mean by Linen hire? What are the advantages and disadvantages if a hotel opts for it? (2+8=10)

Q.5. Explain any **five** laundry equipment briefly. (10)

- Q.6. (a) What are the factors to be considered while designing uniforms for hotel staff?
 (b) Draw a neat sketch of uniform to be provided to a hostess of an Indian speciality restaurant.

(5+5=10)

Q.7. Write short notes on:

- (a) Activities in the Sewing Room
 (b) Basic elements required for growth of indoor plants

(5+5=10)

Q.8. Define the following:

- | | | |
|-----------------------|---------------------|------------------|
| (a) Thread count | (b) Fabric softener | (c) Duvet |
| (d) Stocktaking | (e) Makeovers | (f) Spotting |
| (g) Fabric stiffeners | (h) Dry cleaning | (i) Monogramming |
| (j) Valet service | | |

(10x1=10)

Q.9. (a) Draw laundry care symbols for following:

- (i) Hand wash only (ii) Dry clean (iii) Do not bleach
 (iv) Do not tumble dry (v) Use medium temperature iron

(b) Give **one word** for the following:

- (i) Laundry aid which works by removing oxygen from the colouring matter of the stain.
 (ii) Hydroextracted mass of clothes
 (iii) Self-service laundries
 (iv) Automatic detergent feed in washing machines
 (v) Correct water level in the washing machine

(5+5=10)

Q.10. Fill in the blanks:

- (a) _____ is another term for florist foam.
 (b) Linen that is officially declared unfit for use is _____.
 (c) The Japanese term for pin holder is _____.
 (d) Protective covers worn on thumb and index finger while sewing is _____.
 (e) _____ is the American term for pillowcases.
 (f) _____ is a floating oriental arrangement.
 (g) The minimum stock of linen required in housekeeping is referred to as _____.
 (h) _____ is a method of linen exchange.
 (i) The average lifespan of a cotton bed sheet is _____ washes.
 (j) Slip cloths are also known as _____.

(10x1=10)
