

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA

**ACADEMIC YEAR – 2015-2016**

|              |   |   |                 |
|--------------|---|---|-----------------|
| COURSE       | : | 1 <sup>st</sup> Semester of Post Graduate Diploma in<br>Accommodation Operations & Management |                 |
| 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. Explain the importance of housekeeping in hotels. List the areas for which the housekeeping is responsible in the hotel.

(5+5=10)

**OR**

Explain the principles of cleaning.

(10)

Q.2. What are the criteria for selection of mechanical equipment? Briefly explain the use, care and maintenance of **any two**.

(5+2 ½ + 2 ½ =10)

Q.3. List the amenities that may be placed on the vanity counter of a 5-star deluxe hotel.

**OR**

What special care would you take as a housekeeper of a 5-star deluxe hotel for accommodating a physically challenged guest?

(10)

Q.4. Explain the step by step procedure for cleaning of a check-out room.

(10)

Q.5. What are the different types of keys used in the hotel? Also explain the process of key control used by the hotels.

(5+5=10)

**OR**

What do you understand by Maid's Service Room? Also draw a well labeled layout of the Maid's Service Room.

(2+8=10)

Q.6. Draw the layout of a Linen Room.

(10)

Q.7. Draw the checklist used for guest room inspection. Also explain the importance of inspecting of a guest room.

**OR**

Explain the process of cleaning of the following areas:

- (a) Swimming pool
- (b) Purchase office

(5+5=10)

Q.8. Explain the difference between a commercial laundry and an on-premises laundry.  
(10)

Q.9. Explain the following terms:

- |                   |                |                       |
|-------------------|----------------|-----------------------|
| (a) Dust sheet    | (b) Rust       | (c) Vestibule         |
| (d) Bed cover     | (e) Surfactant | (f) Skipper           |
| (g) Crinkle sheet | (h) Duvet      | (i) Turn down service |
| (j) Loan items    |                |                       |

(10x1=10)

Q.10. **A** Write the placement of following amenities in the room:

- (i) Hangers
- (ii) Coffee sachets
- (iii) Electronic safe
- (iv) TV remote
- (v) Dutch wife

**B** Elaborate the following abbreviations:

- (i) OOO
- (ii) DND
- (iii) SO
- (iv) DL
- (v) V

(5+5=10)

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