

ROLL No.....

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

COURSE : 1st Semester of Post Graduate Diploma in
Accommodation Operations & Management
SUBJECT : Accommodation Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Explain the importance of housekeeping in hotel. Enlist the areas of responsibility of housekeeping department in hotels.

OR

Define cleaning. Explain the different methods of organizing cleaning. Also list the advantages and disadvantages of the methods of organizing cleaning.

(10)

Q.2. Enlist the various types of manual equipment used by the housekeeping staff in the hotel. Explain briefly with suitable examples.

OR

Classify different types of cleaning agents. Also list the general criteria to be kept in mind for the selection of cleaning agents for an organisation.

(10)

Q.3. Design uniform for a female room attendant of boutique hotel in India. Also enlist the points that need to be kept in mind while designing the uniform for the staff of the hotel.

OR

Draw the layout of a linen room of a 5-star hotel. Also list the selection criteria to be kept in mind for various linen items.

(10)

Q.4. What are the various stages of wash cycle in laundry? List different types of laundry equipment alongwith their function.

OR

Explain the advantages and disadvantages of on-premises laundry of a deluxe hotel.

(10)

Q.5. Write short notes on:

(a) Recycling of linen (b) Computerised key card

(5+5=10)

Q.6. Differentiate between:

- | | |
|----------------------------------|--|
| (a) Dust sheet and druggot | (b) Evening service and second service |
| (c) Murphy bed and roll away bed | (d) Surfactant and suspending agent |
| (e) Chamber maid and house maid | |

(5x2=10)

Q.7. Explain the following terms:

- | | | | |
|-----------------|------------------|--------------|------------------------|
| (a) Vestibule | (b) Suzie | (c) Dustette | (d) Front of the house |
| (e) Linen chute | (f) Shoe horn | (g) Tarnish | (h) Caddy |
| (i) Swab | (j) Kentucky mob | | |

(10x1=10)

Q.8. List **any five** standard contents in a guestroom for the following areas:

- | | | |
|---------------------|--------------|-------------------|
| (a) Variety counter | (b) Wardrobe | (c) Bedside table |
| (d) Study table | (e) Credenza | |

(5x2=10)

Q.9. Draw the formats for the following:

- | | | |
|-----------------------------|-----------------------------|--------------|
| (a) Lost and found register | (b) Occupancy report | (c) Log book |
| (d) Work order | (e) Linen exchange register | |

(5x2=10)

Q.10. Fill in the blanks:

- _____ opens a section of rooms on one floor and is used by the room attendant.
- Self-serviced laundries are called _____.
- Protective cover worn on thumb and index finger while sewing is called _____.
- Marble is easily damaged by _____.
- Sterling silver contains _____% of silver and the rest is _____%.
- Sewing kit is also known as _____.
- _____ and _____ are the solvents commonly used for dry cleaning.
- A floor reserved for ladies is known as _____.
- _____, _____ and _____ are the different types of filling used in pillows.
- Number of warp and weft per unit areas of a cloth is measured as _____.

(10x1=10)
