

ROLL No.....

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

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. What is the importance of housekeeping in hotels? Enlist various areas of responsibility of the housekeeping department.

(10)

Q.2. What are the different types of manual equipment used in the housekeeping department? Explain in brief.

(10)

OR

List the most common cleaning agents used in the hotel. Explain **any three** in brief.
(4+6=10)

Q.3. What do you mean by “cleaning”? Write **any five** principles of cleaning. Define **any three** techniques of cleaning.

(2+5+3=10)

Q.4. Explain the detailed procedure of cleaning a checked-out room.

OR

What is Turn-down Service? What are the tasks done in the Turn-down Service in hotels?

(10)

Q.5. Draw the layout of a linen room of a hotel. Write the planning features of a linen room.

OR

Enlist the public areas of a hotel. Write the procedure of cleaning a swimming pool.
(5+5=10)

Q.6. Explain the laundry cycle with special reference to wash cycle.

OR

Explain the procedure of handling a Lost and Found article in a hotel.

(10)

Q.7. Describe a Chambermaids trolley with a neatly labeled diagram.

(10)

Q.8. **A** Where are the following supplies kept in the guest room:

- (i) Dental Kit
- (ii) Scribble Pad
- (iii) Shower Gel
- (iv) Business Kit
- (v) Shoe Mitt

B Write the features and name few supplies, specially provided in the guest rooms for single lady travellers.

(5+5=10)

Q.9. Define the following:

- (i) Rollaway Bed
- (ii) Grand Master Key
- (iii) Dustette
- (iv) Chandelier
- (v) Hopper
- (vi) Linen Chute
- (vii) Rubber Mattress
- (viii) Second Service
- (ix) Dry Cleaning
- (x) Guest Loan Item

(10x1=10)

Q.10. Fill in the blanks:

- (a) _____ is situated on every floor where cleaning agents, linen and equipment are stored for guest room cleaning.
- (b) The bed which folds against a wall is called _____.
- (c) The other name of a sewing kit is _____.
- (d) Linen that is declared officially unfit for use is _____ linen.
- (e) _____ are protective covers worn on thumb and index finger while sewing.
- (f) _____ is the process of stain removal.
- (g) _____ is used to remove excess water from the floors.
- (h) _____ is used for handover records in housekeeping.
- (i) _____ is a continental quilt with synthetic filling.
- (j) _____ is a method of protecting metals from corrosion.

(10x1=10)
