

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2015-2016

COURSE : 4th 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. What are the various factors an Executive Housekeeper should consider while purchasing room linen for a five star deluxe hotel?

OR

“Hotel linen is expensive and if well maintained its life can be extended”. Keeping in mind the above statement, create a 10(ten) point checklist for reducing damage to hotel linen.

(10)

Q.2. The institute is organising an Awadhi Food Festival in the month of May. Design uniforms for students (male) assigned for service indicating fabric and cost.

OR

What are the duties and responsibilities of a seamstress in the sewing room?

(10)

Q.3. (a) Why are indoor plants replacing flower arrangements in hotels?
(b) Discuss the basic elements required for the growth of indoor plants.

OR

(a) What are the principles of design? Explain with reference to flower arrangement.
(b) List possible locations for flower arrangements in hotel in order to enhance ambience.

(5+5=10)

Q.4. Draw a flow chart of an industrial laundry process and explain each stage.

OR

Explain the **nine** steps of a typical wash process.

(10)

Q.5. (a) Explain hotel guest laundry cycle using a flow chart.
(b) As a valet, what precautions will you take while handling guest garments?

(5+5=10)

- Q.6. Differentiate between the following:
- (a) Laundry skip and Laundry slip
 - (b) Oasis and Pin holder
 - (c) Standard sizes and made to measure uniforms
 - (d) Line arrangement and Mass arrangement
 - (e) Line hire and linen purchase
- (5x2=10)
- Q.7. Classify stain and explain the principles of stain removal.
- (10)
- Q.8. Define **any two**:
- (a) Dry cleaning
 - (b) Physical inventory
 - (c) Ikebana
 - (d) Conditioning of plant material
- (2x5=10)
- Q.9. Hotel Retreat has 100 double rooms supplying three bed sheets a day. Calculate par stock for bed sheet, mattress protector, pillowcase, hand towel and bath towel.
- (10)
- Q.10. Give the correct term for the following:
- (a) Japanese flower arrangement with fruits and nuts.
 - (b) The other name for a Roller press.
 - (c) Process of removing stain from a fabric.
 - (d) Protective covers worn on the thumb during sewing.
 - (e) Greenery added to the flower arrangement.
 - (f) Vertical passage for transporting soiled linen to laundry.
 - (g) Name of self-service laundries.
 - (h) Hotel linen unfit for use in circulation.
 - (i) Chewing gum stain is classified under.
 - (j) Soap film is also known.
- (10x1=10)
