

## NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA

## ACADEMIC YEAR 2018-2019

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. in H&HA  
 SUBJECT : Foundation Course in Accommodation Operations - II  
 TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Draw a neat labeled layout of a suite room of five star hotel.  
**OR**  
 What procedure will you adopt to clean a vacant room and an occupied room? (10)
- Q.2. Explain the procedure for daily cleaning of a check-out room.  
**OR**  
 Explain the process of lost and found in a hotel. Support your answer with the necessary formats required. (10)
- Q.3. Discuss various preventive and control measures for different pest found in hotels. (10)
- Q.4. Explain the different types of electronic key cards used in hotel industry. Enumerate the difference between key card and card key. (8+2=10)  
**OR**  
 What is the importance of a clean hotel lobby? Explain different methods to keep the lobby clean. (10)
- Q.5. Describe and draw the format for the following forms (**any two**):  
 (a) Log book (b) Key control register  
 (c) Guest message register (d) Floor supervisor checklist (2x5=10)
- Q.6. As a housekeeper, what are the points you should keep in mind while selecting a bed and mattress for a guest room? (10)
- Q.7. Define the following (**any ten**):  
 (a) Linen chute (b) WC band (c) Dutch's wife  
 (d) Second service (e) Mitring (f) Good night card  
 (g) Bolster (h) Promotional tent card (i) Headboard  
 (j) Coverlet (k) Vestibule (10x1=10)
- Q.8. Write **four** guest room amenities each, placed in the following areas (**any five**):  
 (a) Wardrobe (b) Vanity counter (c) Bedside table  
 (d) Study table (e) Credenza (f) Minibar (5x2=10)
- Q.9. Give reasons for the following:  
 (a) The room is cleaned either in clockwise or in anti-clockwise direction.  
 (b) Master keys are made one in number.  
 (c) The cart is positioned in front of the door with the shelves facing the door.  
 (d) The room assignment sheet is made in triplicate.  
 (e) Wash your hands before starting to make the bed. (5x2=10)
- Q.10. **A** Fill in the blanks:  
 (i) \_\_\_\_\_ is a very light service given to a room that has been given a full service earlier in the day; when it was occupied, but is now vacated.  
 (ii) A key that can open all the guestrooms of the hotel even if they are double locked is known as \_\_\_\_\_.  
 (iii) \_\_\_\_\_ are the guest supplies not normally found in a guestroom, but available upon request.  
 (iv) Larvae of insects are also called as \_\_\_\_\_.  
 (v) Other name for white ant is \_\_\_\_\_.
- B** Expand the following:  
 (a) OOO (b) OOS (c) GRA  
 (d) DND (e) BFP (5+5=10)

\*\*\*\*\*