

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2017-2018**

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
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. Draw neat layout of linen room and explain the step by step activities of linen room.

(5+5=10)

**OR**

Explain the work flow process of an industrial laundry with the help of flow chart.

(10)

Q.2. What are the criteria for selection of linen and soft furnishing in a hotel?

**OR**

Explain how linen control can be maintained in a hotel.

(10)

Q.3. Draw a layout of an on-premises laundry of a 400 rooms 5-star hotel. What are the important factors while planning a laundry?

**OR**

What are the various laundry agent used in the On-Premises Laundry in a hotel?

(10)

Q.4. List the principles of design applied to flower arrangement with a brief explanation of each.

**OR**

What are indoor plants? Explain selection and care procedure for indoor plants.

(10)

Q.5. Describe the process of issuing and exchanging of uniform for employees.

(10)

Q.6. What are the factors to be considered while designing the uniform for hospitality industry?

(10)

- Q.7. (a) Enumerate the activities carried out in the sewing room.  
(b) Enlist **five** large equipment found in a well set sewing room. (5+5=10)

- Q.8. Write short notes on **any two**:  
(a) Care and conditioning of fresh flowers  
(b) Dry cleaning  
(c) Stock taking (2x5=10)

- Q.9. Explain the following terms:  
(a) Thread count (b) Kenzan  
(c) Thimbles (d) Drill  
(e) Laundromat (f) Salt of lemon  
(g) Golden ratio (h) Suds  
(i) Ikebana (j) Damask (10x1=10)

- Q.10. **A** Draw laundry symbols for the following:

- (i) Hand wash  
(ii) Do not bleach  
(iii) Iron, High  
(iv) Dry clean, any solvent  
(v) Do not tumble dry

- B** Fill in the blanks:

- (i) Linen that is officially declared unfit for use is \_\_\_\_\_.  
(ii) The average life span of a polycotton bedsheet is \_\_\_\_\_.  
(iii) Fabric that come straight from loom without having received any finishes \_\_\_\_\_.  
(iv) \_\_\_\_\_ refers to using any discarded materials for some other purpose.  
(v) \_\_\_\_\_ is a reweaving process to repair small holes in fabric. (5+5=10)

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