

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

COURSE : 3<sup>rd</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. Discuss the types and placement of flower arrangement for the following areas in a five star hotel:  
(a) Lobby (b) Conference room (5+5=10)

**OR**

Explain the principles of design used in preparing floral art. (10)

- Q.2. What factors would you keep in mind while designing uniforms for the hotel staff?  
**OR**  
Design a uniform for a G.R.A. (male) in business class five star hotel mentioning the colour, material, accessories, cost and characteristic. (10)

- Q.3. Explain the process of maintaining and up-keeping of indoor plants in hotels. (10)

**OR**

Write short notes on the following:

- (a) Activities carried out in the sewing room.  
(b) Importance of indoor plants in hotel industry. (5+5=10)

- Q.4. With the help of a flowchart and relevant format, explain the role of Valet/G.R.A. in handling of guest laundry. (10)

**OR**

How would you remove the following stain from a white cotton fabric?

- (a) Lipstick stain (b) Curry stain (5+5=10)

- Q.5. Draw a neat layout of OPL in a five star hotel and list its advantages. (7+3=10)

Q.6. Explain the stages involved in wash cycle. (10)

Q.7. List **ten** flower and **ten** foliage names used in floral art. (5+5=10)

**OR**

Briefly explain **any five** laundry equipment. (10)

Q.8. As an Executive housekeeper of a five star hotel, plan a room linen inventory process. Mention the significance of the process. (7+3=10)

Q.9. Match the following:

- |                  |  |
|------------------|--|
| (a) Foyer        | (i) A plant in a tray                                |
| (b) Greek oblong | (ii) Linen   |
| (c) Bonsai       | (iii) Blended fabric of cotton and polyester (50:50) |
| (d) Flax plant   | (iv) Sheets with minor imperfection                  |
| (e) Percale      | (v) Chef coat  |
| (f) Seconds      | (vi) Discarded fabric                                |
| (g) Togs         | (vii) Seam stress                                    |
| (h) Gabardine    | (viii) Unit to measure warmth of fabric              |
| (i) Cut downs    | (ix) Golden ratio 2:3                                |
| (j) Thimbles     | (x) Lobby  |

(10x1=10)

Q.10. Fill in the blanks:

- Plant material used to hide stem and oasis \_\_\_\_\_.
- A reweaving process to repair small holes in a fabric \_\_\_\_\_.
- \_\_\_\_\_ are used on garments and other linen articles mainly to keep plackets closed.
- Process in which cleaning of fabric is done in substantially non aqueous liquid medium \_\_\_\_\_.
- \_\_\_\_\_ indicates the number of warp ends and weft picks per unit measure of a fabric.
- Textile used for furniture décor is \_\_\_\_\_.
- \_\_\_\_\_ refers to the preparation of cut plant materials for a longer life.
- A floating oriental flower arrangement is \_\_\_\_\_.
- Pin holder used in flower arrangement is called \_\_\_\_\_.
- Fabrics that come straight from the loom without having received any finishing are called \_\_\_\_\_.

(10x1=10)

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