

ROLL No.....

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

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Accommodation Operations - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define housekeeping. How does housekeeping contribute to earning profits for a hotel?

(2+8=10)

Q.2. Draw the organisational chart of housekeeping department for a 500 room Ecotel.

OR

Draw the layout of housekeeping department for a 500 room Ecotel. Briefly explain.

(10)

Q.3. List the duties and responsibilities of the following staff:

- (a) Horticulturist (b) Seamstress
(c) Evening shift supervisor (d) Control desk supervisor

(4x2 ½ =10)

Q.4. Explain the various cleaning methods used in a hotel.

(10)

Q.5. Explain briefly:

- (a) Use of computers in housekeeping department.
(b) Inter departmental relation between front office and housekeeping department.

(5+5=10)

Q.6. Give reasons for the following:

- (a) Brushes should never be left resting on their bristles.
(b) Different colour codes are used for cleaning clothes.
(c) Mops are cleaned and dried after use.
(d) Applying floor sealers to flooring surface.
(e) Newspaper used for buffing glass surface.

(5x2=10)

Q.7. Explain the following:

- | | |
|---------------------|---------------------------|
| (a) Buffing | (b) Bidet |
| (c) Lint | (d) Kentucky mop |
| (e) Dustette | (f) pH scale |
| (g) Saponification | (h) Hopper |
| (i) Chamois leather | (j) Promotional tent card |

(10x1=10)

Q.8. Expand the following:

- | | | | |
|----------|---------|-----------|---------|
| (a) EPNS | (b) WC | (c) Wi-Fi | (d) GPS |
| (e) LAN | (f) GRA | (g) HWC | (h) DND |
| (i) OOO | (j) VIP | | |

(10x1=10)

Q.9. State True or False:

- Steel is an alloy of Aluminium and carbon.
- Ammonia is a strong grease emulsifier.
- Floor pantry is the nerve centre of housekeeping department.
- Discrepancy report is prepared by housekeeping department.
- Scotch Brite is an example of an abrasive.
- Box sweeper is a type of vacuum cleaner.
- Gardner reports to horticulturist.
- Water is an universal solvent.
- Castors are the wheels fixed at the base of the furniture and equipment to make them mobile.
- Water closets and bathtubs are made of ceramic.

(10x1=10)

Q.10. Fill in the blanks:

- China clay is also known as _____.
- Other name of sewing kit is _____.
- Spirits of salt is _____.
- A pink oxide of iron used as a fine abrasive for polishing silver is _____.
- A thin outer coating of finer wood on another wooden surface is _____.
- _____ is a discolouration caused by a chemical reaction between a metal and substances found in water, air and food.
- Brass is an alloy of _____ and _____.
- The batch is heated to a temperature of _____ °C to get glass.
- _____ is a Coloured varnish made of shellac dissolved in alcohol.
- Sterling silver contains _____% silver and the rest as copper.

(10x1=10)
