

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

COURSE : 2nd 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 layout of a suite room in a five star hotel and label the areas.

OR

Explain **any ten** types of rooms available in hotels. (10)

Q.2. Write step-by-step bed making procedure for morning service in hotel.

OR

Explain types of mattress used in guest room. (10)

Q.3. Write the cleaning procedure for the following:

(a) Corridor (b) Elevator (c) Swimming pool
(d) Lobby (e) Chandeliers (5x2=10)

OR

List **any five** amenities placed in the following areas:

(i) Living room (ii) Toilet (iii) Wardrobe
(iv) Mini bar (4x 2 ½ =10)

Q.4. Explain lost and found procedures in hotels with relevant formats.

OR

What is key control? Write key handling procedures in star hotel. (10)

Q.5. Explain different types of pests. What are the pest control measures taken by the housekeeping department in hotel?

OR

Give checklist for the cleaning of a check-out room with details. (10)

Q.6. Define the following (**any ten**):

(a) Bidet (b) Vanity unit (c) Sani bin
(d) Fumigation (e) Valet bag (f) Mitered corner
(g) Dutch wife (h) Faucet (i) Turn-down service
(j) Façade (k) Room discrepancy report

(10x1=10)

Q.7. Draw the formats for the following:

- (a) Duty roaster (b) Room occupancy report (c) Call register
 (d) Maintenance job order (4x 2 ½ =10)

Q.8. Expand the following:

- (a) OOO (b) DND (c) DL (d) RS (e) SO (f) FYI
 (g) ASAP (h) TDS (i) V (j) ONL (10x1=10)

Q.9. Match the following:

Shoe mitts	Check-in
Wood worm	Houseman
Smart card	Bed making
Credenza	Job handover from one shift to another shift
Grub	Side board in guest room
Parasite	Larva of insect
GRC	An animal or plant depends upon another support and nourishment
GRA	Cleaning shoes
Foot fold	Furniture beetle
Log book	Embedded with microprocessor chip

(10x1=10)

Q.10. Fill in the blanks:

- (a) _____ is the furniture used to keep guest belonging.
 (b) Crinkle sheet can be called as _____.
 (c) _____ is known as nerve centre of housekeeping department.
 (d) Each floor in the hotel will have _____ to store linen and cleaning equipment.
 (e) Publicity cards placed in the guest room are called _____.
 (f) Small passage in the hotel floors for sending the soiled linen to laundry is _____.
 (g) _____ is the thin strip encircling a toilet seat in sanitised room.
 (h) _____ is preparing the bed for the guest in the evening to go to sleep.
 (i) _____ is a small plastic basket used to keep guest room cleaning equipment.
 (j) Quilts filled with down feathers or synthetic fiber is _____.

(10x1=10)
