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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (2018 Batch) (Sem.-1)
ACCOMMODATION OPERATIONS-I

Subject Code : BHMCT-107-18

M.Code : 75141

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Write short notes on :

- a) Uniform room
- b) Floor pantry
- c) OOO
- d) Type of soil
- e) Amenities kept in guestroom wardrobe
- f) Spring cleaning
- g) Disinfectants
- h) Pest
- i) Sewage
- j) Public area



**SECTION-B**

2. Discuss the role of housekeeping in guest satisfactions.
3. List and explain the features of any five different types of rooms in a hotel.
4. Explain any five design features that simplify cleaning process with suitable examples.
5. Enumerate the ways and means adopted by hotels for preventing water pollution.
6. Differentiate between Orthodox and Team cleaning.

SECTION-C

7. Draw the organizational chart of the housekeeping department in a 500 room hotel. List duties and responsibilities of a Desk control supervisor. Why is it termed as Nerve centre of housekeeping department?
8. Explain the use and care of any ten cleaning equipments used in housekeeping.
9. Describe the interdepartmental relationship of Housekeeping with Front office. How has use of computers helped in this coordination?

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

