

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (2018 Batch) (Sem.-2)
ACCOMODATION OPERATIONS - II
Subject Code : BHMCT-207-18
M.Code : 75886

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**Q1. Write briefly :**

- a) What is the purpose of Burnishing machine?
- b) What is SOP?
- c) What do you understand by dirty dozen ?
- d) Give reason why front office approval is required before taking a guest room under repair?
- e) What is chamois ?
- f) What do you mean by Electroplating ?
- g) What is the use of work order form ?
- h) Differentiate between shower curtain and sheer curtain.
- i) What is cot?
- j) What is the size and use of bath sheet?

SECTION-B

- Q2 Write a note on commonly used metals and alloys used in hotels.
- Q3 What is mitre fold and foot fold?
- Q4 What is 'second service'? Write down the procedure for second service.
- Q5 Why is control desk crucial to the housekeeping department?
- Q6 List the principles of cleaning.

SECTION-C

- Q7 Discuss the different types of polishes and their application.
- Q8 '*Housekeeping operations are turning eco-friendly*'. Discuss.
- Q9 Explain the importance and procedure of lost & found in hotels.

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.