

**Total No. of Pages : 02**

**Total No. of Questions : 09**

**BHMCT (2018 Onwards) (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) Linen room
- b) Floor pantry
- c) Houseman
- d) Amenities kept on writing table
- e) Tarnish
- f) Deodorizers
- g) Fumigation
- h) Sewage treatment
- i) Linen inventory
- j) Room status report

### SECTION-B

2. Discuss the role of housekeeping in a hotel.
3. Draw the Organization chart of Housekeeping department in a medium size hotel explaining various job positions.
4. What are the hygiene and safety factors one must keep in mind while cleaning?
5. Enumerate the ways and means adopted by hotels for disposal of solid waste.
6. What are the advantages of Orthodox cleaning over Block cleaning?

### SECTION-C

7. List duties and responsibilities of a Desk control supervisor. Why is it termed as 'Nerve centre' of housekeeping department?
8. What are the various inventories maintained by housekeeping? Discuss the importance of maintaining proper inventory for guest supplies.
9. Describe the interdepartmental relationship of Housekeeping with Front office & Security.

**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.**