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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (2018 Batch) (Sem.-2)
ACCOMMODATION 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

1. Write briefly :

- a) Log Sheet
- b) Vestibule area
- c) Work Order
- d) Front of the House Area
- e) Facade
- f) Hard Water
- g) Types of Keys
- h) Cleaning Agents
- i) WC
- j) Maintainance



SECTION-B

2. How are cleaning agents selected? Mention 5 points.
3. Discuss the cleaning process of Wood and Ceramic Surface.
4. Briefly explain the process of Hot Water Supply in a 5 star hotel.
5. Name and explain any 5 Formats used for record keeping in HK Department.
6. Draw a Layout of a Twin Room and explain its areas.

SECTION-C

7. Differentiate between Preventive Maintenance and Breakdown Maintenance.
8. Throw light on the Coordination of HK Department with other Departments in the hotel.
9. Highlight the process of Key control in the HK Department of the Hotel.

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.