

Roll No. Total No. of Pages: 02

Total No. of Questions: 09

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

> Subject Code: BHMCT-107-18 Paper ID: [75141]

Time: 3 Hrs. Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

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

SECTION-A

MANN FIRSTRANKET COM Q1. Explain briefly the following term:

- a) Sewing room
- b) Duplex
- c) Sico room
- d) DNCO
- e) Amenity
- f) Tarnish
- g) Spring cleaning
- h) Detergents
- i) Thermal pollution
- j) Scanty baggage



SECTION-B

- Q2. Discuss the various types of soiling.
- Q3. What are pests? Why is their control important?
- Q4. Write a note on the coordination of housekeeping with maintenance department.
- Q5. Which three attributes, in your opinion, are absolutely essential in housekeeping staff? Justify your answer.
- Q6. List the principles of cleaning.

SECTION-C

- Q7. Write an essay on role of Housekeeping in guest satisfaction and repeat business.
- Q8. What is the scope of housekeeping in institutions other than Hotels?
- Q9. Discuss about various types of pollution, with reference to hotel industry.

2 M-75141 (S2)-1408