	<u>Utech</u>
Name :	
Roll No.:	To Comment of State o
Invigilator's Signature :	

# CS/BHSM/SEM-3 (PART-B)/HPM-304/2011 2011

## **ACCOMODATION OPERATIONS**

Time Allotted: 3 Hours Full Marks: 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

#### **GROUP - A**

#### ( Multiple Choice Type Questions )

- 1. Choose the correct alternatives for the following :  $10 \times 1 = 10$ 
  - i) Flat work ironer is a
    - a) Linen

- b) Curtain
- c) Pressing machine
- d) Master key.

- ii) Tapsey is a
  - a) Linen

b) Curtain

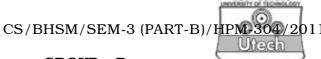
c) Fish

- d) Ice cream.
- iii) House keeping co-ordinates with the
  - a) Front Office
  - b) Kitchen
  - c) All of these.

A-2 [ Turn over

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Ame	enity is		
a)	marble	b)	service offered to guest
c)	charcoal	d)	alkalis.
Emu	ılsion paint is used on		
a)	Floor	b)	Walls
c)	Furniture	d)	Light fittings.
Cera	amic tiles are made by		
a)	marble	b)	clay
c)	charcoal	d)	rubber.
Silve	er fish is a		
a)	stalk veg.	b)	fish
c)	wingless insect	d)	linen chart.
Acry	rlic is a		
a)	stalk veg.	b)	synthetic material
c)	wingless insect	d)	linen chart.
MAF	o means		
a) Room + Breakfast + Lunch			
b)	Room only		
c)	Both of these.		
Lino	leum is a type of		
a)	Hard floor finish	b)	Semi-hard floor finish
c)	Soft floor finish	d)	Semi-soft floor finish.
	a) c) Emu a) c) Cera a) c) Silve a) c) Acry a) c) MAF a) b) c) Lino a)	a) marble c) charcoal  Emulsion paint is used on a) Floor c) Furniture  Ceramic tiles are made by a) marble c) charcoal  Silver fish is a a) stalk veg. c) wingless insect  Acrylic is a a) stalk veg. c) wingless insect  MAP means a) Room + Breakfast + Lubb) Room only c) Both of these.  Linoleum is a type of a) Hard floor finish	a)       marble       b)         c)       charcoal       d)         Emulsion paint is used on         a)       Floor       b)         c)       Furniture       d)         Ceramic tiles are made by         a)       marble       b)         c)       charcoal       d)         Silver fish is a         a)       stalk veg.       b)         c)       wingless insect       d)         Acrylic is a         a)       stalk veg.       b)         c)       wingless insect       d)         MAP means         a)       Room + Breakfast + Lunch         b)       Room only         c)       Both of these.         Linoleum is a type of         a)       Hard floor finish       b)



#### **GROUP - B**

#### (Short Answer Type Questions)

Answer any three of the following.

 $3 \times 5 = 15$ 

- 2. What is per stock? Write the importance of per stock.
- 3. Discuss the cleaning of a convention hall.
- 4. Write the classification of stains.
- 5. Draw the laundry cycle in luxury hotel.
- 6. What are the public areas in a hotel?
- 7. What are the advantages in using cotton?
- 8. What are the storage tips of linen in a Linen Room?

#### **GROUP - C**

## (Long Answer Type Questions)

Answer any *three* of the following.

 $3 \times 15 = 45$ 

- 9. What are the public areas in a luxury hotel? Explain them in brief.
- 10. What are the equipment for Laundry operations? State each equipment in brief.
- 11. What is spotting? What are the principles of stain removals?
- A-2 3 [ Turn over

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- 12. What are the advantages and disadvantages of linen hiring?
- 13. Classify and explain the different types of textile finishes.
- 14. What is stock taking? What are the methods and principles to be maintained while stock taking?
- 15. Name the different types of Bedroom linens, Bathroom linens and F & B linens.
- 16. What are the storage tips for linen and uniform? List down the storage conditions of linen and uniform.

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