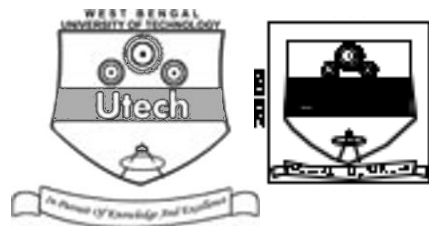


CS/BHSM (SUPPLE)/SEM-5/HPM-504/09
ACCOMMODATION OPERATION (SEMESTER - 5)



1.
 Signature of Invigilator

2.
 Signature of the Officer-in-Charge

Reg. No.

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Roll No. of the Candidate

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CS/BHSM (SUPPLE)/SEM-5/HPM-504/09
ENGINEERING & MANAGEMENT EXAMINATIONS, AUGUST – 2009
ACCOMMODATION OPERATION (SEMESTER - 5)

Time : 3 Hours]

[Full Marks : 70

INSTRUCTIONS TO THE CANDIDATES :

1. This Booklet is a Question-cum-Answer Booklet. The Booklet consists of **32 pages**. The questions of this concerned subject commence from Page No. 3.
2. a) In **Group – A**, Questions are of Multiple Choice type. You have to write the correct choice in the box provided **against each question**.
 b) For **Groups – B & C** you have to answer the questions in the space provided marked 'Answer Sheet'. Questions of **Group – B** are Short answer type. Questions of **Group – C** are Long answer type. Write on both sides of the paper.
3. **Fill in your Roll No. in the box** provided as in your Admit Card before answering the questions.
4. Read the instructions given inside carefully before answering.
5. You should not forget to write the corresponding question numbers while answering.
6. Do not write your name or put any special mark in the booklet that may disclose your identity, which will render you liable to disqualification. Any candidate found copying will be subject to Disciplinary Action under the relevant rules.
7. **Use of Mobile Phone and Programmable Calculator is totally prohibited in the examination hall.**
8. You should return the booklet to the invigilator at the end of the examination and should not take any page of this booklet with you outside the examination hall, **which will lead to disqualification**.
9. Rough work, if necessary is to be done in this booklet only and cross it through.

No additional sheets are to be used and no loose paper will be provided

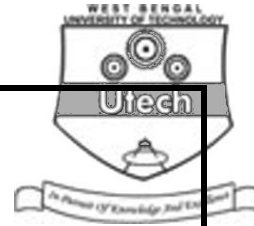
FOR OFFICE USE / EVALUATION ONLY

Marks Obtained

	Group – A										Group – B					Group – C					Total Marks	Examiner's Signature
Question Number																						
Marks Obtained																						

.....
Head-Examiner/Co-Ordinator/Scrutineer

S-54032 (19/08)



DO NOT WRITE ON THIS PAGE



CS/BHSM (SUPPLE)/SEM-5/HPM-504/09
ACCOMMODATION OPERATION
SEMESTER - 5



Time : 3 Hours]

Full Marks : 70

GROUP – A**(Multiple Choice Type Questions)**

1. Choose the correct alternatives for the following :

10 × 1 = 10

i) Placing advertisements is a form of process.

a) Induction

b) Recruitment

c) Training

d) Planning.

ii) The full form of SB is

a) Sick Baggage

b) Silver Baggage

c) Scanty Baggage

d) None of these.

iii) Facilities for the handicapped guests include

a) Wheel Chair

b) Grab Bars

c) Lowered Switches

d) All of these.

iv) Heavy Curtains are also called

a) Drapery

b) Napery

c) Upholstery

d) Furnishing.

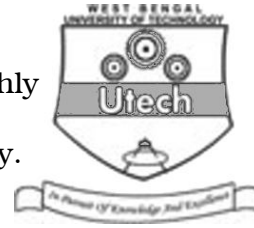
v) Jeweller's Rouge is used to clean

a) Brass

b) EPNS

c) Glass

d) Plastic.



vi) Spring Cleaning is done

- | | |
|-----------|------------|
| a) Daily | b) Monthly |
| c) Weekly | d) Yearly. |

vii) The managerial duties of a Housekeeper include

- | | |
|---------------|------------------|
| a) Planning | b) Organising |
| c) Monitoring | d) All of these. |

viii) Keys which can open all doors except the double-locked ones, are called

- | | |
|----------------|-----------------------|
| a) Floor Keys | b) Section Keys |
| c) Master Keys | d) Grand Master Keys. |

ix) The fabric obtained from Flax Plant is

- | | |
|-----------|----------|
| a) Cotton | b) Linen |
| c) Silk | d) Wood. |

x) Calendaring machine is used in

- | | |
|------------|----------------|
| a) Garden | b) Public Area |
| c) Laundry | d) Floors. |

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following.

3 × 5 = 15

2. Explain in brief, the various methods of training followed in hotels.
3. Write a short note on Fire Prevention Measures taken by hotels.
4. Why is Induction important in hotels ?
5. What kind of facilities should be provided for physically handicapped guests ?
6. Give a checklist to be followed while giving cleaning on contract basis ?



GROUP – C

(Long Answer Type Questions)

Answer any *three* questions.



3 × 15 = 45

7. What is Job Description ? Explain Job Description with an example.
8. What is Recruitment ? Write an essay on various recruitment methods followed by hotels.
9. What is budgeting ? Discuss how the Executive Housekeeper prepares the budget for the Housekeeping Department.
10. Give the Lay-out of Housekeeping department of a large hotel and explain all the sections of it.
11. Explain the steps in planning in Housekeeping department.

END