	<u>Uteah</u>
Name :	
Roll No.:	A Demand of Samulating and Experient
Invigilator's Signature :	

# CS/BHSM/SEM-1/HPM-104/2011-12

## 2011

# ACCOMMODATION OPERATIONS (PRINCIPLES AND PRACTICES)

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)	The of the hotel bed is placed wrong side up.				
		a)	second	b)	third sheet	
		c)	crinkle Sheet	d)	blanket.	
	ii)	House Man reports to				
		a)	Desk Supervisor			
		b)	Floor Supervisor			
		c)	Assistant House Kee	eper		
		d)	Public Area Supervis	sor.		
	iii)	French Chalk is an example of				
		a)	fine Abrasive	b)	medium Abrasive	
		c)	hard Abrasive	d)	none of these.	
	iv)	DL means				
		a)	Down Luggage	b)	Door Lock	
		c)	Double Lock	d)	Door Latch.	

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v)	is a room with a sofa cum bed.					
	a)	Studio	b)	Parlour		
	c)	Junior Suite	d)	Sico.		
vi)	The serv		ced a	at bottom in turn down		
	a)	cotton	b)	foam		
	c)	rexena	d)	woolen.		
vii)	i) A box sweeper is used to clean					
	a)	floor	b)	furniture		
	c)	WC	d)	all of the above.		
viii)	is used to clean stainless steel utensils					
	a)	Mansion Polish	b)	Acid		
	c)	Detergent	d)	Steelo.		
ix)	Emery paper is used for					
	a)	telephone cleaning	b)	shoe polish		
	c)	disinfecting	d)	documentation.		
x)	Dettol an example of					
	a)	disinfectant	b)	antiseptic		
	c)	Neither (a) nor (b)	d)	Both (a) and (b)		

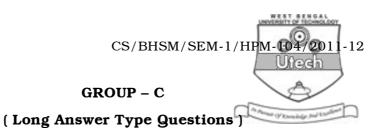
#### **GROUP - B**

# (Short Answer Type Questions)

Answer any *three* of the following.

 $3 \times 5 = 15$ 

- 2. Write a short note on water as cleaning agent.
- 3. Name 5 qualities of a good polish.
- 4. Write five duties of GRA.
- 5. Write a short note on chamber maids trolley.
- 6. Explain the cleaning and care of the following .
  - a) EPNS
  - b) Pewter.



Answer any *three* of the following.  $3 \times 15 = 45$ 

- 7. What are different kinds of glasses found in market? How are glass articles cleaned in hotels?
- 8. List different types of rooms found in hotels and write a brief note on each.
- 9. List the various mechanical and manual cleaning equipments used in hotels. Explain any two in detail with diagrams.
- Write on the various sections of house keeping department.
  Explain with help of a diagram.
- 11. Explain the duties and responsibilities of Executive housekeeper in a five star hotel.

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