



Name : .....

Roll No. : .....

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 Keeper  |
| d) Public Area Supervisor. |

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. |

- GROUP – B**

Answer any *three* of the following.

Answer any *three* of the following.  $3 \times 5 = 15$

- 1211



**GROUP – C**

**( Long Answer Type Questions )**

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.
  10. 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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