



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHSM/SEM-1/HPM-104/2012-13**

**2012**

**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 × 1 = 10

- i) Brass is the mixture of
  - a) Copper and Zinc
  - b) Aluminum and Zinc
  - c) Copper and Aluminium
  - d) None of these.
- ii) A room with kitchen facilities is
  - a) Lanai
  - b) efficiency room
  - c) Cabana
  - d) none of these.



- iii) The science of gardening is called
- a) periculture                      b) apiculture
- c) horticulture                      d) none of these.
- iv) Chamois leather are used for cleaning
- a) windows and mirrors    b) wooden surfaces
- c) both (a) and (b)              d) none of these.
- v) Scrubbing brush is used to remove
- a) Heave soiling from small areas
- b) loose soil and litter
- c) litter
- d) none of these.
- vi) The sizes of cot head board is
- a) 30 cm × 45 cm              b) 25 cm × 35 cm
- c) 35 cm × 45 cm              d) none of these.
- vii) Spring Cleaning is also called as
- a) Daily Cleaning              b) Weekly Cleaning
- c) Annually Cleaning          d) None of these.



viii) Turn down service is also called as

- a) Second Service                      b) Evening Service
- c) Extra service                      d) None of these.

ix) Water should not be used for cleaning

- a) Stone                      b) Wood
- c) Granolithic                      d) None of these.

x) Housekeeping report is sent daily to

- a) Room service                      b) Front office
- c) Maintenance                      d) Security.

### **GROUP – B**

#### **( Short Answer Type Questions )**

Answer any *three* of the following.                      3 × 5 = 15

2. Write short notes on the following :

- a) Window cleansers
- b) Toilet cleansers.

3. What are the amenities provided in "guest rooms" in five star Hotel.

4. Explain the difference between the following :

- a) A hospitality Room and a Parlour
- b) Scrim and Chamois Leather.

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5. Name four metals commonly used in Hotels. Give the cleaning procedure for any two metals.
6. Write a short note on public area.

### **GROUP – C**

#### **( Long Answer Type Questions )**

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

7. Draw a diagram of a fully loaded Chambermaid's trolley with proper labelling. Describe its importance.
8. Discuss the selection criteria of cleaning equipment and cleaning agent.
9. What is the procedure for cleaning a departure room ? Discuss the co-ordination between Housekeeping and Front Office.
10. Write a note on contribution of housekeeping in hotel industry in achieving guest satisfaction.
11. What are the various types of wood used in the hotel and how the wooden surfaces are maintained ?

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