



Name :

Roll No. :

Invigilator's Signature :

CS/BHSM/SEM-6/HPM-604/2010
2010
ACCOMMODATION 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) A Loofah Mit is found in
 - a) lobby
 - b) linen room
 - c) guest room
 - d) porch.

- ii) Room services directory is an example of
 - a) supply
 - b) amenity
 - c) check list
 - d) none of these.



iii) In the wash cycle, the detergent is introduced at the step.

- a) flush
- b) break
- c) suds
- d) extraction.

iv) The pile of a carpet is also called

- a) base
- b) weft
- c) case
- d) face.

v) Hydrogen peroxide is a/an

- a) detergent
- b) abrasive
- c) bleach
- d) all of these.

vi) Silk fibres are

- a) strong, lustrous, heat conducting
- b) lustrous, absorbent, shrink resistant
- c) lustrous, absorbent, heat conducting
- d) absorbent, sensitive to alkalis, weak.

vii) Cushion is an example of

- a) tapestry
- b) drapery
- c) furniture
- d) upholstery.



viii) Floral foam is also called

- a) prong
- b) chicken wire
- c) oasis
- d) none of these.

ix) Napery is

- a) hand towels
- b) cushion
- c) table linen
- d) pillow.

x) Russet is

- a) a kind of drugget
- b) rust cleaner
- c) lamp shade
- d) tertiary colour.

GROUP – B

(Short Answer Type Questions)

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

2. Write a note on co-ordination.
3. Explain the difference between recruitment and selection.
4. Draw a layout of an organized room attendant's cart.
5. "Pest control is an integrated part of house keeping." Explain.
6. Define outsourcing and contract services. When is a house keeping department required to a service of outsourcing ?

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GROUP – C

(Long Answer Type Questions)

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

7. What are the general guidelines for flower arrangement ?
8. What are the principles of interior design ? Explain them in brief.
9. Name the different types of equipment, container, bases that are used in flower arrangement.
10. What are the guest supplies and amenities used to provide in room and bathroom in a luxury hotel ?
11. Draw the sample layout of a single room and label it.

