

Roll No. ....

## **HM-103**

### **Accommodation Management**

**Master of Hotel Management (MHM-17)**

**First Year, Examination, 2017**

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Attempt the questions contained in these Sections according to the detailed instructions given therein.

#### **Section-A**

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

**Note :** Section 'A' contains four (04) long answer type questions of nine and half ( $9\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. Taking into consideration the size of the hotel give *two* other salient features which will affect the quantity of linen purchased.
2. How does the location of flower arrangement affect the "principle of design" ?
3. Describe how guest laundry is handled by the housekeeping department in hotel.

4. What is meant by the terms “front of the house” and “back of the house” ? Classify the functional areas of a hotel under each of these heads.

### **Section–B**

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

**Note :** Section ‘B’ contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. Create 10 points checklist for reducing damage of hotel linen.
2. Define stock taking. Write down the methods and principles involved in stock taking.
3. What is the purpose of organization chart ? Outline the organization chart of large sized hotel.
4. Discuss the factor to be considered while designing hotels that can be cater to the need of disabled guests.
5. How would you go about planning the scheme of hotel room ?
6. How do we take care of carpets ? Explain the various procedure of carpet cleaning.
7. Explain the role of accessories in interior decoration.
8. How would you remove the following stains ?
  - (i) Lipstick
  - (ii) Ballpoint ink
  - (iii) Fresh blood
  - (iv) Chew gum

**Section–C**

**(Objective Type Questions)**

**Note :** Section ‘C’ contains ten (10) objective type questions of half  $\frac{1}{2}$  mark each. All the questions of this Section are compulsory.

Fill in the blanks :

1. \_\_\_\_\_ is the period between peak and low season.
2. Housekeeping labour expenses are likely to be \_\_\_\_\_ in hotel.
3. Storage space, self life and cash resources limit the \_\_\_\_\_ quantity of non- recycle items in inventory.
4. Small vacuum cleaner are also known as \_\_\_\_\_.
5. The most common weave used in the construction of sheets, pillow case, towels, table cloths and napkins is\_\_\_\_\_.

State whether True *or* False :

6. Producing a night occupancy report the responsibility of executive housekeeper.
7. Front of the house areas are designed to withstand more wear and tear than back of the area.
8. Linen is a fabric material made from a synthetic fibre.
9. In general, the greater the density of face fibres, the better the grade of carpet.
10. Demask is the type of dobbie cloth.

