

# **BHM-203T**

## **Accommodation and Front Office Foundation-II**

Bachelor of Hotel Management (BHM-203T)

Second Semester, Examination, 2019 (June)

**Time : 3 Hours]**

**Max. Marks : 40**

**Note :** This paper is of Forty (40) marks divided into 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 (9½) marks each. Learners are required to answer any two (2) questions only.

(2×9½=19)

1. What are the points to be kept in mind while selecting a purchasing cleaning agent?
2. Describe 'a day in housekeeping' in the light of the various forms and report used.

3. Draw the organization chart of front office department and write the duties and responsibilities of a front desk agent.
4. Write down the procedure of cleaning of checkout room.

### **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 any four (04) questions only. (4×4=16)

1. Write down a characteristic of ideal detergent.
2. What are different protective finishes applied on metals?
3. Classify keys used in housekeeping with proper format of key control sheet.
4. How housekeeping coordinates with front office? Describe in short.
5. Explain the various functions of bell desk area.
6. What is Rack Rate? Explain different factors which affect the room tariff.
7. Write a short note on Turn Down service.
8. Draw a neat labeled diagram of chamber maid trolley.

**SECTION-C**  
**(Objective Type Questions)**

**Note :** Section 'C' contains ten (10) objective type questions of half ( $\frac{1}{2}$ ) marks each. All the questions of this section are compulsory. (10 $\times$  $\frac{1}{2}$ =05)

**Fill in the blanks**

1. Housekeeping is a ..... within the room division.
2. .... rooms are clean first by the GRA.
3. The discounted rate offered on booking a room in advance is known as .....
4. One must have ..... and ..... document for travelling foreigner country.
5. Name a mild acid, unaffected by hard water and useful in removing light stains from bathroom .....

**State True/False**

6. The executive housekeeper is responsible for ongoing training programs in the department.
7. General cleaning of guest room should be scheduled for period of high occupancy.
8. Front of the house areas are designed to withstand more wear and tear than back of the area.

9. Housekeeping day refers to that part of the 24 hours in a day when housekeeping operation is in full function.
  10. The clean exterior of hotel will automatically tempt buyers to have a look at the interior too.
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