

## **MHM–104**

### **Accommodation and Leisure Management**

**Master of Hotel Management (MHM–11/16)**

**First Semester, Examination, 2017**

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to 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. What are the different types of hotel laundry ? Give advantages and disadvantages of each of them.
2. List and explain the methods of the fire fighting. Identify and describe the use of fire detection equipment.
3. How housekeeping department co-ordinate with Front Office and Maintenance Department with proper formats if required ?
4. What are the essential features of linen room ? List out the various activities of the linen 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 *four* (04) questions only.

1. What is the role of Housekeeping Department in Guest Satisfaction and repeat business ?
2. Explain any *four* types of flower arrangement used in hotels.
3. What are the points to be considered before purchasing linen for a hotel ?
4. What is Laundry Valet Service ?
5. How are linen and uniform exchanged ?
6. Why Control desk is known as "Nerve Centre" of Housekeeping department ?
7. Explain the cleaning procedure of vacant room.
8. How is Housekeeping budget prepared ?

**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. The minimum level of supplies required to meet daily demands is called ..... (inventory/par)
2. A suite on two floors is called..... (Duplex/Studio)
3. The exchange norms for linen and uniform is .....  
(two by one/one by one)
4. Full form of CMMS .....  
(Computer Managing Method System/Computer Maintenance Management System)

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5. .... is a card used for the display of an advertisement. (Tent/Vent)
6. Hardness of water is caused by the presence of ..... of Sodium and Magnesium. (Carbonate/Sulphate)
7. The training of employees in other related Job position is called ..... . (Job training/Cross training)
8. This gives crisp appearance to the linen, it should be added in the final step in the washing process is..... . (Starch/Sud)
9. .... is a pink oxide of iron used as a fine abrasive for polishing, silver and gold. (Washing soda/Jewellers rouge )
10. Night shift is also known as ..... . (Midnight shift/Graveyard shift)

