

Roll No.

BHM–203T

Accommodation and Front Office Foundation—II

Bachelor of Hotel Management (BHM–17)

Second Semester, Examination, 2018

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 cleaning agents ? Discuss their classification.
2. Why is control desk crucial to the Housekeeping department ?
3. Discuss the role of front office in a hotel.
4. Explain the procedure for cleaning of checkout room.

(B-92) P. T. O.

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. Explain in short why water is called universal solvent.
2. What are the points to be consider while choosing cleaning equipments ?
3. Describe different paging systems used in a hotel.
4. Write a short note with proper format of Baby sitting register.
5. Elaborate the procedure for cleaning a guest bathroom.
6. Discuss in short lost and found procedure with proper format.
7. What do you understand by meal plan ? Explain different meal plan offered by hotel.
8. Draw a neat diagram of guest reservation form.

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.

Indicate whether the following are True *or* False.

1. GDS is among the good source for reservation request.
2. Seasonal rate is generally found in hotels that face seasonal fluctuation in occupancy.
3. Drinking glasses, fresh soap bars and facial tissues are stocked in the room attendant's hand caddy.

4. Guest rooms that room attendants usually clean first are stayover.
5. Room attendants are issue section master keys to open the room they are assigned to clean.

Fill in the blanks :

6. AMC full form
(Annual Maintenance Charges/Average Maintenance Charges)
7. is the register to keep all lost and found records.
(Lost and found register/Baby sitting register)
8. is decolourisation of metals when they come into contact with external agent like water, air etc.
(Enamel/Tarnish)
9. An item and service offered to guest or placed in guest room for comfort and convenience are called
(Services/Aminities)
10. key can open any room of the hotel.
(Section key/Grandmaster key)