

Roll No.

HM-103

Accommodation Management

Master of Hotel Management (MHM-17)

First 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. Define housekeeping. How does housekeeping contribute to earning profits in Hotel ?
2. What is the purpose of an organizational chart ? Outline the organizational chart for a medium sized hotel.
3. Explain the role of an executive housekeeper in the orientation of a new housekeeping employee.

(B-86) P. T. O.

4. Discuss the documentation maintained by the housekeeping control desk.

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. How does hierarchy help the organization with multi-management level jobs ?
2. Write a brief note on the equipment required in making flower arrangements.
3. How are carpets cleaned and maintained ?
4. Explain the role of accessories in interior decoration.
5. Why is control desk crucial to the Housekeeping department ?
6. Discuss how linen control can be maintained in a hotel.
7. What is the role of a supervisor in the functioning of a housekeeping department ?
8. What are inspection checklists ?

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.

1. Termites are also known as _____.
2. The ideal temperature to be maintained in hotel guest rooms is _____.
3. The ideal temperature to be maintained in hotel lobbies is _____.

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4. Other name of sideboard _____.
5. In hotels taps are referred as _____.
6. Ideal temperature for washing table linen is _____.
7. OPL stands for _____.
8. Cots for babies provided on request is _____.
9. Another name for the sewing kit provided as a guest amenity _____.
10. Textiles used for furniture decor is _____.