

Roll No. ....

## **MHM–104**

### **Accommodation and Leisure Management**

Master of Hotel Management (MHM–11/16)

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. What is spring clearing ? Explain the step-by-step procedure of spring cleaning.
2. What is training ? What are the different types of training ? List the benefits of training.

**(B-92) P. T. O.**

3. Discuss the management functions that a professional housekeeper needs to perform to be successful.
4. What is stain ? List various types of stain and how you will remove them ?

### **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 difference between capital budget and an operating budget ?
2. Explain the nine steps of the typical wash cycle.
3. Explain the process of briefing and debriefing.
4. Discuss water as a cleaning agent in detail.
5. List some advantages of using uniform in an establishment.
6. Why are two communication necessary between the front desk and housekeeping.
7. What is meant by Par ? What factor should be consider when setting par for linen ?
8. Describe the Japanese way of arranging flowers in detail.

**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 statements are True *or* False :

1. The executive housekeeper can delegate authority to department supervisor.
2. The best location for training is a classroom setting away from the work environment.
3. Periodic inventory reports indicate the extent of linen losses at the property.
4. A Physical inventory of uniform should be conducted once a year.
5. Room attendant are issued section master key to open the rooms they are assigned to clean.

Fill in the blanks :

6. Linen should be stored by degree of soiling ..... by type of fabric. (and/or)
7. A mild bleach that is safe to use with most washable fabric is ..... (oxygen bleach/chlorine bleach)
8. In ..... service the drawing drops, fluffing pillows and folding bed linen in 90° for night bed.

(turndown/evening)

9. In frequency of cleaning hotel entrances mainly depends on ..... . (the occupancy level of the hotel/  
weather condition)
10. A schematic representation of the relationship between position within an organisation is also known as..... . (Job list/Organisation chart)