

Total No. of Pages : 4

Roll No.

BHM – 203 T

Accommodation &

Front Office Foundation- II

Bachelor of Hotel Management (BHM- 17)

2nd Semester, Examination-2019

Time : 3 Hours

Max. Marks : 40

Note : This Paper is of Forty (40) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

Section- A

(Long Answer- type questions)

Note : Section 'A' Contains Three (03) Long-Answer type questions of Ten (10) marks each. Learners are required to answer any two (02) questions only.

(2 x 10 =20)

S-216

P. T. O.

(2)

1. What is cleaning agent? Discuss their classification and write a short note on describing each category.
2. Explain the types of metal items used in hotel. Discuss the cleaning procedure of silver in detail.
3. Discuss the role of front office in a hotel.

Section - B
(Short-Answer-Type questions)

Note : Section 'B' contains six (06) Short- answer type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

(5x4=20)

(3)

1. List the characteristics of a good detergent.
2. How housekeeping coordinate with front office?
3. What is the importance of guest room inspection check list?
4. Write Five (05) types of room found in hotel with proper definition.
5. Explain with proper format the procedure for Lost and Found.
6. Draw a neat diagram of chamber maid trolley.

S-216