

Total No. of Pages : 4

Roll No.

HM – 103

Accommodation Management Master of Hotel Management (MHM-17)

1st 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)

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P. T. O.

(2)

1. Discuss the role of Housekeeping in Hospitality operations. Draw a layout of housekeeping department and discuss sub-sections in brief.
2. Discuss the role of Control desk in Housekeeping for ensuring smooth operations. Discuss the documentation maintained by the housekeeping control desk.
3. What are Cleaning agents? Discuss their classification and write a short essay describing each category of cleaning agent.

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.

(4x5=20)

(3)

1. Briefly explain the role of Interior decoration.
2. List the Principles of cleaning. Write a note on frequency schedules for cleaning.
3. What is EPNS? How it is cleaned and polished?
4. Write a note on Walls and Wall coverings used in hotels.
5. Write a note on care and maintenance of wood.
6. Briefly explain various types of Carpet.