

Total No. of Pages : 4

Roll No.

MHM - 104
Accommodation and Leisure Management
Master of Hotel Management
(MHM-11/16)
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)

S-199

P. T. O.

(2)

1. Explain the role of housekeeping department in guest satisfaction and repeat business.
2. What is the purpose of organization chart? Outline the organization chart for medium sized hotel.
3. Classify and explain the different types of textile finishes.

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. Compare the three kinds of maintenance activities.
2. What is meant by par by par number?
3. What is the function of the various chemical used in the laundry process?
4. Explain the process of briefing and debriefing.
5. How are Discards accounted for? Discuss their use?
6. Describe a room Attendant's cart with neatly labeled diagram.

