

Roll No.

MHM–104

Accommodation and Leisure Management

Master of Hotel Management (MHM–11/16)

First Semester, Examination, 2017

Time : 3 Hours

Max. Marks : 35

Note : This paper is of **thirty five (35)** marks containing **three (03)** sections A, B and C. 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 seven and half $7\frac{1}{2}$ marks each. Learners are required to answer *two* (02) questions only.

1. Give the linen required for 100 rooms (50 twin, 50 double) of a five star hotel. The food and beverage outlets are :

Restaurant 140 pax

Restaurant 260 pax

Banquet of 100 pax

2. List and explain the methods of fire fighting. Identify and describe the uses of fire detection equipment and also explain the reporting procedure for fire.
3. Write a detailed about capital budget and operating budget.
4. Why housekeeping control desk is called as the nerve centre of housekeeping department ? Discuss its importance and explain in brief the various functions of control desk.

Section-B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of two and half $2\frac{1}{2}$ marks each. Learners are required to answer *six* (06) questions only.

1. What are the points to be considered while choosing cleaning tools ?
2. What are the elements of good flower arrangements ?
3. Explain the duties and responsibility of Assistant Housekeeper.
4. Explain duty roaster. What are the factors to be considered while making a duty roaster ?
5. Explain lost and found procedure with the proper formats.
6. Explain the laundry operation flowchart.
7. What are the point to be considered before purchasing linen for a hotel ?
8. Define training and mention the benefits of training.

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. are cleaning agent that are obtained when fat and oil is treated with alkali. (Soap/Bleach)
2. A room which is closed for renovation is
(under maintenance/out of order)
3. is the period between peak and low season.
(arm/shoulder)
4. is known as the Japanese style of flower arrangement. (Oriental/Ikebana)
5. Other name of night shift is
(season end/grave yard)
6. The number of hours worked by a member of staff in one day is known as (lift/shift)
7. is decolourisation of metal. (Varnish/Tarnish)
8. is a card used for the display of an advertisement.
(Tent/Lent)
9. Size of double bed sheet (70" × 100" / 90" × 100")
10. refers to leafy plant material in flower arrangement. (Foliage/Milage)

