

BHM–203T

Accommodation and Front Office Foundation—II

Bachelor of Hotel Management (BHM-17)
Second 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. 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. Explain in detail the types of cleaning equipments used in a hotel.
2. How does control desk coordinate with maintenance and front office ?
3. What role does reservation play in maximizing the revenue of the hotel ?
4. Explain the procedure of making VIP Room with proper amenities.

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. How will you clean metric surfaces ?
2. What is detergent ? What are the properties of good detergent ?
3. Explain the process of briefing and debriefing.
4. Discuss the telephone etiquettes of housekeeping staff.
5. Describe four phases of guest cycle.
6. Write a short note on overbooking.
7. What is second service ? Write down the procedure for second service.
8. Draw a neat diagram of chamber maid trolley.

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. Overbooking is possible in diary system of reservation.
(True/False)
2. The rack rate is the highest rate a hotel quotes for its particular room types.
(True/False)
3. The pH scale measure the acidity or alkalinity of substance compared to water.
(True/False)

4. Ceramic tile can with stand abrasive cleaner.
(True/False)
5. Lost or stolen keys create security and safety problem.
(True/False)
6. Leave the equipment in the guest areas when not in use.
(True/False)
7. A stayover guest are those who will check out later in the day.
(True/False)
8. A room attendant's cart is generally spacious enough to carry all the supplies needed for a full day room assignment.
(True/False)
9. When guest refuses service, a floor supervisor should call the guest and arrange a convenient time for cleaning the room.
(True/False)
10. The quantity of rooms assigned to room attendants for cleaning is based on the room status report.
(True/False)

