

HM-103

Accommodation Management

Master of Hotel Management (MHM-17)

First Year, 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. Describe 'the housekeeping day' in the light of the various forms and reports used.
2. Classify the various colour schemes and discuss the each category in detail.
3. What are the housekeeping responsibilities in handling over under repair rooms to the maintenance department ?
4. Discuss the types of manual equipments used in the housekeeping department. Describe their care, maintenance and storage.

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. Explain the processes of briefing and debriefing.
2. How is the linen life-span measured ?
3. How are the par levels for staff uniforms for the hotel staff ?
4. Discuss the water as a cleaning agent in detail.
5. Discuss some design features that ease cleaning.
6. Differentiate between vegetable and animal fibres.
7. Why is the control desk crucial to the housekeeping department ?
8. Explain the role of accessories in interior decoration.

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.

Fill in the blanks :

1. Storage space, self life and cash resources limit the quantity of non-recycle items in inventory.
2. A room which is inaccessible due to death is called room.
3. Housekeeping is a within the room division.
4. The frequency of cleaning hotel lobby mainly depends on
5. rooms are clean first by the GRA.

[3]

State whether True *or* False :

6. Polyester Fabrics do not retain colour as well as all cotton fabrics. (True/False)
7. Extraction is used in laundry operations to remove wrinkles from heavy linen items. (True/False)
8. Linen costs are the largest item incurred by the housekeeping department. (True/False)
9. The executive housekeeper is responsible for ongoing training programs in the department. (True/False)
10. General cleaning of guest room should be scheduled for period of high occupancy. (True/False)

