

## MHM–104

### Accommodation and Leisure Management

Master of Hotel Management (MHM–11/16)

First 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. Learners are required to 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. Give the linen required for 100 rooms (50 twin and 50 double) of a five star hotel.

The food and beverage outlets are :

Restaurant      40 pax

Banquet          100 pax

2. What are the points to be considered while making budget ? What are the uses of budget ?
3. What are the basic steps involved in collection of guest laundry ?

4. Define housekeeping and explain the various types of housekeeping.

### 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 housekeeping co-ordinate with front office with proper format if required.
2. Explain the procedure of spring cleaning.
3. What is laundry valet service ?
4. Discuss in short the principle of flower arrangement.
5. What is training ? Explain the benefits of training.
6. What are the various types of manual cleaning equipment ?
7. Explain the handling of telephone in housekeeping.
8. Draw a format of any *two* of the following :
  - (i) Babysitting register
  - (ii) Key control register
  - (iii) Carpet shampoo register

### 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. The process of physical verification of stock is called ..... (counting/stock taking)

**[ 3 ]**

2. The training of employees in other related job position is called ..... (Job training/Cross training)
3. A small light vacuum cleaner used for cleaning curtains, upholstery and mattresses is called .....  
(Dusties/Duster)
4. .... is a pink oxide of iron used as a fine abrasive for polishing silver or gold.  
(Jeweller's rouge/Detergent)
5. The two type of bleach are ..... and .....  
(oxygen and chlorine/nitrogen and methyl)
6. .... break down the surface tension of water and allow water to get behind the dirt to lift it off the surface.  
(Wetting agent/Cleaning agent)
7. .... is the other name of chambermaid box.  
(Hand caddy/Tool box)
8. Shaped articles, such as coat, blazers etc. are not ironed through a clander but are passed by steam. This equipment is known as .....  
(Clandering machine/Suzie's)
9. .... is a type of twill weave used mostly in napery in which design appears against a stain background.  
(Nylon/Demask)
10. Class 'A' fire involves ..... products.  
(wood and paper/electrical equipment)

