

MHM-104

Accommodation and Leisure Management

Master of Hotel Management (MHM-11/16)

First Semester, Examination, 2019 (June)

Time : 3 Hours]

[Max. Marks : 40

Note : This paper is of Forty (40) marks divided into 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 (9½) marks each. Learners are required to answer any two (2) questions only.

(2×9½=19)

1. When stocking a cart, what items typically go on the bottom two shelves, on the top shelf and in the Rand caddy ?
2. What important contribution does housekeeping make to a property's sales effort ? How ?

3. Discuss in details the elements of good interior design.
4. Explain and illustrate the various geometrical shapes in flower arrangement.

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 any four (04) questions only. (4×4=16)

1. How can the operating budget used as a tool to control expenses ?
2. Which three attributes, in your opinion are absolutely essential in housekeeping staff ? Justify your answer.
3. Discuss the steps involved in drawing up duty roaster. What are the advantages of using duty roaster ?
4. Discuss water as a cleaning agent in detail.
5. Discuss the forms and reports used in 'opening the house'.
6. Differentiate between vegetables fibres and animal fibres.
7. Explain the laundry process in detail.
8. Discuss lost and found procedure with appropriate format.

SECTION-C
(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) marks each. All the questions of this section are compulsory. (10 \times $\frac{1}{2}$ =05)

1. _____ is the other name of lay tailor. (Semestress / Dutch wive)
2. The no. of hours worked by a member of staff in one day is _____. (shift / lift)
3. _____ is a room that has two single beds that share a common head board and which are meant for two people. (Hollywood room / Connected room)
4. _____ are cleaning agents that are obtained when fat or oil is treated with an alkali. (Soap / Detergent)
5. _____ a standard specific or normal level of stock. (Par / Fabric)
6. This is the point in the laundry wash cycle at which a high alkaline soil loosening product is added _____. (Break / Suds)
7. Which flower arrangement is best for a reception counter _____. (Vertical / Horizontal)

8. _____ is the process of molten glass is coated to metal sheets. (Enamelling / Tarnishing)
9. _____ is known as face of the carpet. (Pile/ Fibre)
10. Heavy rate of check-in and check-out on the same day is known as _____. (Rak to Rack / Back to Back)
-