

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2015-2016

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Accommodation Operations - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. List step by step procedure of cleaning a check-out room.

OR

Draw the format of a guest room inspection report and explain its use.

(10)

Q.2. Write the procedure of bed making for morning service of a room in a five star hotel.

OR

Elaborate in detail on guest's special requests.

(10)

Q.3. How would you clean the following? (**any two**):

- | | |
|-------------------|--------------------|
| (a) Swimming pool | (b) Cloak room |
| (c) Chandelier | (d) Guest elevator |

(2x5=10)

Q.4. What are pests? Name **five** pests encountered in hotels. Enumerate the importance of pest control.

(2 ½ + 2 ½ +5=10)

Q.5. List any **ten** precautions you would take as a GRA on the guest floor.

(10)

Q.6. Differentiate between (**any five**):

- (a) Bath sheet and bath towel
- (b) Shower curtain and sheer curtain
- (c) Guest expendables and guest essentials
- (d) Maid's report and housekeeper's report
- (e) Spring mattress and foam mattress
- (f) Silver fish and cockroaches

(5x2=10)

- Q.7. (a) Explain the types of keys used in hotels.
(b) Discuss the procedure to handle lost and found articles in hotels. (5+5=10)

- Q.8. Write the full form of the following:
(a) FF&E (b) DND (c) SPLAT (d) SB
(e) HWC (f) OOO (g) NC (h) c/o
(i) V (j) DL (10x1=10)

- Q.9. Define the following terms briefly:
(a) Sauna (b) Loofah (c) Shoe horn (d) Bidet
(e) Seersucker (f) Vanity unit (g) SICO bed (h) e Key
(i) Jacuzzi (j) Sani bin (10x1=10)

- Q.10. Fill in the blanks:
(a) Guest rooms that room attendants usually clean first are _____.
(b) _____ is known as the nerve centre of housekeeping.
(c) A crinkle sheet is also known as _____.
(d) Thin curtains hung in the guest room window is called _____.
(e) _____ is preparing the bed for the guest in the evening to go to sleep.
(f) When not in use, Maid's trolley, cleaning machines are generally kept in the _____ on guest floors.
(g) _____ opens a section of rooms on one floor and is used by the room attendant.
(h) Publicity cards placed in the guest room are called _____.
(i) _____ are whirlpools in which alternative jets of warm water bring about therapeutic effect.
(j) Quilts filled with down feathers or synthetic fibre is _____. (10)
