

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2017-2018

COURSE : 2<sup>nd</sup> 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. Draw a neat layout of a suite room in a five star hotel and label the areas.  
**OR**  
Explain **any ten** types of rooms available in hotels. (10)
- Q.2. Write step-by-step bed making procedure for morning service in hotel.  
**OR**  
Explain types of mattress used in guest room. (10)
- Q.3. Write the cleaning procedure for the following:  
(a) Corridor (b) Elevator (c) Swimming pool  
(d) Lobby (e) Chandeliers (5x2=10)  
**OR**  
List **any five** amenities placed in the following areas:  
(i) Living room (ii) Toilet (iii) Wardrobe  
(iv) Mini bar (4x 2 ½ =10)
- Q.4. Explain lost and found procedures in hotels with relevant formats.  
**OR**  
What is key control? Write key handling procedures in star hotel. (10)
- Q.5. Explain different types of pests. What are the pest control measures taken by the housekeeping department in hotel?  
**OR**  
Give checklist for the cleaning of a check-out room with details. (10)
- Q.6. Define the following (**any ten**):  
(a) Bidet (b) Vanity unit (c) Sani bin  
(d) Fumigation (e) Valet bag (f) Mitered corner  
(g) Dutch wife (h) Faucet (i) Turn-down service  
(j) Façade (k) Room discrepancy report (10x1=10)