

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2016-2017

COURSE : 4th Semester of 3-year B.Sc. in H&HA - **Specialisation**
SUBJECT : Accommodation Management - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain the planning process to deal with emergencies. (10)
- Q.2. Briefly describe **any two** of the following:
(a) Energy conservation
(b) International hygiene
(c) Cleaning standards
(d) Water conservation (2x5=10)
- Q.3. Briefly describe the housekeeper's role in a green property. (10)
- Q.4. Explain **3 R's** of waste management.
OR
List the importance of training staff to handle cleaning agents. (10)
- Q.5. Write short notes on (**any five**):
(a) Lost and found (b) HACCP
(c) Issuing procedures (d) Knitting
(e) Handling telephone calls (f) Bonding
(g) First aid (h) Indenting
(i) Special cleaning (j) Daily cleaning (5x2=10)
- Q.6. Explain **any five** types of fabric used in the hotel industry and their characteristics. (10)

Q.7. Explain the housekeeping in (**any two**):

- (a) Hospitals
- (b) Hostels
- (c) Offices
- (d) Universities

(2x5=10)

Q.8. Draw and explain **any three** modern cleaning mechanical equipment used in housekeeping department.

(10)

Q.9. Explain **any five** styles of Bonsai.

OR

What is landscaping? What are the stages involved? Illustrate where needed.

(10)

Q.10. How will you manage recycled and non-recycled inventories?

(10)
