

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

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Accommodation Operations - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Draw an organisation chart of housekeeping department of a large 5 star hotel with 600 guestrooms having a laundry on the premises. Explain the duties of floor supervisor and desk supervisor. (10)

Q.2. What role does the housekeeping play in making a guest's stay in a hotel a memorable?

OR

Discuss the various functions of housekeeping department in a hotel. (10)

Q.3. Write a note on frequency schedules for cleaning. Explain how cleaning is organised in hotels.

OR

List the principles of cleaning stating the repercussions of violating these principles. (10)

Q.4. What are the points to be considered by Executive Housekeeper while selecting equipment for the property? Give **five** examples of manual and mechanical equipment and describe them briefly.

OR

Draw and identify various sections of hotel housekeeping department and briefly explain the role of each section. (10)

Q.5. Discuss the aspects of co-operation between front office and housekeeping for smooth and efficient function of room division in a hotel.

OR

In what way can information technology systems be utilised in housekeeping operation? (10)

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

- (a) Buffing and burnishing
- (b) Granolithic floor and terrazzo floor
- (c) Houseman and ottoman
- (d) Deodorants and disinfectants
- (e) Drugget and dustsheet
- (f) Janitor's trolley and mop wringer trolley

(5x2=10)

Q.7. Write short notes on **any two**:

- (a) Maid's service room
- (b) Detergents
- (c) Wall finishes

(2x5=10)

Q.8. How will you clean and maintain the following:

- (a) Bidet
- (b) Upholstered chair
- (c) Marble table top
- (d) Ceramic tiles
- (e) Leather sofa

(5x2=10)

Q.9. Define the following (**any ten**):

- (a) Seamstress
- (b) Staining
- (c) Pile lifter
- (d) Orthodox cleaning
- (e) Vestibule
- (f) Caddy
- (g) Parquet
- (h) Jeweler's rouge
- (i) Trash bag
- (j) Chandelier
- (k) Floor seal
- (l) Surfactant

(10x1=10)

Q.10. Fill in the blanks:

- (a) _____ is the process, shellac dissolved in alcohol and coated over brass or copper to reduce tarnishing.
- (b) _____ is a transparent, lustrous, brittle material made from silica or sand.
- (c) Pumice stone, sand paper and steel wool which are meant for cleaning are _____.
- (d) _____ is a dis-colouration caused by chemical reaction between metal and substances found in water, air and food.
- (e) _____ is soft leather used for polishing.
- (f) Deep cleaning of areas done periodically is called _____.
- (g) An alloy of copper and zinc is _____.
- (h) _____ is a metamorphosed and crystallised lime stone.
- (i) The clay ware from which the water closets, wash basins are made of is called _____.
- (j) _____ is another name for taps.

(10x1=10)
