

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA

ACADEMIC YEAR – 2016-2017

COURSE : 1st Semester of Post Graduate Diploma in
Accommodation Operations & Management
SUBJECT : Accommodation Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define cleaning. Write **five** principles of cleaning. What are the types of cleaning adopted in hotels?

(2+5+3=10)

Q.2. Draw a neat chart of classification of cleaning agents. Explain soap and detergents.

OR

List the different manual equipment used in housekeeping department. Explain in brief.

(10)

Q.3. What is bed making? Explain the step by step procedure of bed making.

(2+8=10)

Q.4. What is in-house laundry? Explain its advantages and dis-advantages.

OR

Explain the activities of a linen room in a five star hotel.

(10)

Q.5. Draw a neat sketch of Chambermaid's trolley. Explain in brief each section.

OR

Describe the procedure of 'Lost & Found' with necessary format.

(10)

Q.6. List and explain the different types of keys used in housekeeping department.

OR

What is Public Area Cleaning? Explain front-of-house area cleaning.

(10)

Q.7. Draw the organisation chart of housekeeping department. Briefly list the duties of desk control supervisor. (10)

Q.8. Write short notes on **any five**:

- | | |
|---------------------|---------------------------|
| (a) Room check list | (b) Room occupancy report |
| (c) Card key | (d) Linen hire |
| (e) Dry cleaning | (f) Par stock |
| (g) Murphy bed | (h) Calendaring |

(5x2=10)

Q.9. Write in brief:

- | | | |
|---------------------|-----------------|---------------------|
| (a) Dental kit | (b) Linen chute | (c) Foyer |
| (d) Valet | (e) Runner | (f) Guest loan item |
| (g) Dust sheet | (h) Log book | (i) Vanity unit |
| (j) Chamois leather | | |

(10x1=10)

Q.10. Fill in the blanks:

- (a) The evening housekeeping service is also referred as _____ service.
- (b) _____ is the minimum set of linen maintained by hotels.
- (c) _____ comes under back-of-house.
- (d) The greenish colour occurred on the outer surface of metal is called _____.
- (e) _____ is the protective metal cover worn on thumb and index finger while sewing.
- (f) Duty roaster are prepared by _____.
- (g) The size of a standard pillow case is _____.
- (h) _____ is an example of an abrasive.
- (i) _____ is an example of a bleach.
- (j) The _____ key can open all doors at all the floors.

(10x1=10)
