

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2014-2015

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

(Marks allotted to each question are given in brackets)

Q.1. Explain the method of preparation of hot and cold face towels. (10)

OR

What are the care labels? Describe the various symbols used on care labels. (5+5=10)

Q.2. Explain the process of dry-cleaning in brief. What are the various dry-cleaning agents commonly used? (5+5=10)

OR

Discuss the advantages and disadvantages of dry-cleaning. (10)

Q.3. How are the par levels for staff uniforms established?

OR

Discuss the process of issuing and exchanging of uniforms. (10)

Q.4. (a) Write a short note on the equipment used in sewing room.
(b) Write the job description for a seamstress. (5+5=10)

Q.5. (a) Explain the preparation guidelines of flower arrangement.
(b) List **ten** different flowers and **ten** types of foliage used in flower arrangements. (5+5=10)

Q.6. How would you remove the following stain?
(a) Shoe polish (b) Tea
(c) Candle wax (d) Rust
(e) Grass (5x2=10)

Q.7. Discuss the use of indoor plants in hotels. How are indoor plants maintained for a healthy and long life?

(5+5=10)

Q.8. Explain flow process of industrial laundering.

OR

Explain laundry process in detail.

(10)

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

- (a) Soap curd
- (b) Drill
- (c) Seams
- (d) Conditioning
- (e) Golden ratio
- (f) Ikebana
- (g) Thread count
- (h) Stock taking

(5x2=10)

Q.10. Fill in the blanks:

- (i) Flower arrangement in low container is called a _____ style.
- (ii) Bed sheets that have minor imperfection are called _____.
- (iii) Fabrics that come straight from the loom without finishing are called _____.
- (iv) The large process meant for ironing of bed sheets and bed covers is called _____.
- (v) _____ is a place where washing and finishing of clothes and other washable articles can be done.
- (vi) _____ is the name for salt of Sorrel.
- (vii) _____ is a floating oriental flower arrangement.
- (viii) _____ means 'a plant in a tray'.
- (ix) _____ is the science of growing plants and gardening.
- (x) A flower scissor with a spring in between the blades is called _____.

(10x1=10)
