

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2013-2014

COURSE : 2nd 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. "A clean lobby is the first moment of truth that guest experiences in the hotel and this leaves lasting impression on him". Explain the importance of keeping the lobby clean. Explain methods employed to keep lobby clean.

(10)

Q.2. What is the importance of guest room inspection and how it should be conducted? Support your answer with relevant format.

OR

Explain in detail the types of mattresses used in hotel guest rooms.

(10)

Q.3. What is the order of cleaning a checkout room that a room attendant should follow?

OR

Explain the difference in cleaning of an occupied room and a vacant room.

(10)

Q.4. Categorize VIPs. What are the amenities and giveaways provided to the VIPs?

OR

Name different types of pests found in hotel atmosphere. Explain how pest control is carried out in hotels.

(10)

Q.5. How would you organize storage for lost and found articles? Design a format for lost and found slip to be attached to the article.

OR

Explain the importance of maintaining "KEY CONTROL" to ensure safety of guest.

(10)

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

- (a) Bath sheet and Bath towel
- (b) Guest essentials and Guest expendables
- (c) Shower curtain and Sheer curtain
- (d) Studio bed and Murphy bed
- (e) Junior suite and Parlour
- (f) Stay over room and Out of order room

(5x2=10)

Q.7. Define briefly (**any ten**):

- | | | |
|-------------------------|-------------------|----------------------|
| (a) Front of the house | (b) Log book | (c) Foyer |
| (d) Dutch wife | (e) Lanai | (f) Service elevator |
| (g) Valet bag | (h) Coverlet | (i) Solarium |
| (j) Breakfast knob card | (k) Crinkle sheet | (l) Foot fold |

(10x1=10)

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

- (a) Turndown service (b) Computerized key card (c) Guest loan item

(2x5=10)

Q.9. Give reason why:

- (a) The maids cart is placed in front of the open door facing into the room while cleaning a guest room?
- (b) The room occupancy chart is prepared?
- (c) Before taking a guest room under repair, front office approval is required?
- (d) Turkish is preferred for towels?
- (e) Bed board is used under the mattress?

(5x2=10)

Q.10. **A** Expand the following:

- (a) SB (b) DNCO (c) HWC (d) D/L (e) UR

B Fill in the blanks:

- (a) _____ are whirlpools in which alternative jets of warm water bring about therapeutic effects.
- (b) Publicity cards placed in the guest rooms are called _____.
- (c) _____ are small metal or plastic container with lid kept in toilets to collect soiled sanitary towels.
- (d) _____ is the furniture items provided in the guest room for placing the guest luggage on it.
- (e) _____ is the other name for termites.

(5+5=10)
