

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2018-2019

COURSE : 4th 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. Discuss the principles of design as applied in flower arrangement.
OR
 Explain steps to be taken to make flowers and foliage last longer. (10)
- Q.2. Explain step by step activities of linen room. Draw a neat layout of linen room. (10)
OR
 Explain the factors to be considered for purchase of linen in a hotel. Also, enlist points on storage of linen. (5+5=10)
- Q.3. Discuss the wash cycle in a commercial laundry. (10)
- Q.4. What are the activities associated with the sewing room in a hotel?
OR
 Enumerate factors affecting indoor plant growth. (10)
- Q.5. A hotel is organising Thai Food Festival in the month of June. Design uniform for waitress of the hotel with colour and labelling. (10)
- Q.6. With the help of flow chart, explain hotel guest laundry cycle. Define valet and types of valet service.
OR
 Draw the layout of On Premises Laundry. Give comparison between OPL and contract laundry in tabular form. (5+5=10)
- Q.7. Write short notes on (**any two**):
 (a) Centralised and decentralised linen room (b) Preparation of cold face towels
 (c) Methods of linen exchange (2x5=10)
- Q.8. Define the following:
 (a) Ukibana (b) Monogramming (c) Bonsai (d) Linen chute (e) Greek oblong (5x2=10)
- Q.9. **A** Draw laundry care labels / symbols for the following:
 (i) Bleaching (ii) Dry cleaning (iii) Do not wash
 (iv) Dry on flat surface (v) Do not tumble dry
- B** Give one word for the following:
 (i) A reweaving process to repair small holes in fabric.
 (ii) In this arrangements only, flowers and leaves are used.
 (iii) Lopsided growth in indoor plants.
 (iv) Laundry chemicals added to wash cycle to prevent growth of bacteria and fungus.
 (v) American term for pillowcases. (5+5=10)
- Q.10. Fill in the blanks:
 (a) _____ is a synthetic cellular in nature and able to hold water.
 (b) No. of each type of linen required to make all guest rooms at any point of time is called _____.
 (c) Adaptation to new climate by the plant is referred to as _____.
 (d) _____ is a process used on cotton yarns to make them lustrous.
 (e) _____ is used to remove rust stains from cotton fabric.
 (f) _____ is a transparent globe containing growing plants.
 (g) Soap film is also called as _____.
 (h) Expand TACT _____.
 (i) _____ means making flowers 'live'.
 (j) _____ means to impart anti shrink characteristics to wool. (10x1=10)
