

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2019-2020

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. Explain the responsibility of housekeeping in the upkeep of the hotel.
OR
Explain the inter-departmental co-ordination between housekeeping and front office in a hotel. (10)
- Q.2. Draw the organizational chart of a large five-star hotel with 700 guestrooms having a laundry in its premises.
OR
Draw the organizational chart of a small hotel with 60 guestrooms without a laundry. Also describe the duties and responsibilities of a guest room attendant and control desk supervisor. (10)
- Q.3. List the various mechanical cleaning equipment used in hotel. Explain briefly the use and the care of the different mechanical cleaning equipment used in the hotel. (2+8=10)
OR
What are the various types of cleaning agents used in the hotel? Explain briefly. (10)
- Q.4. Explain briefly the following (**any two**):
(a) Use of information technology in hotel
(b) Frequency schedules for cleaning
(c) Principles of cleaning (2x5=10)
- Q.5. Differentiate between the following (**any five**):
(a) Ottoman and Houseman
(b) Buffing and Burnishing
(c) EPNS and Sterling Silver
(d) Lacquering and Enameling
(e) Janitor's Trolley and Mop Wringer Trolley
(f) Potpourri and Diffusers
(g) Entomologically clean and cosmologically clean (5x2=10)
- Q.6. Explain the following (**any ten**):
(a) OOO
(b) OOS
(c) HWC
(d) Wi-Fi
(e) GRA
(f) GPS
(g) WHB
(h) DND
(i) WC
(j) QUATs
(k) EDTA (10x1=10)

Q.7. Define the following (**any ten**):

- (a) Drugget
- (b) Guest expendables
- (c) Saponification
- (d) Credenza
- (e) Parquet
- (f) Kaolin
- (g) Dutch's wife
- (h) Bidet
- (i) Bath sheet
- (j) Upholstery
- (k) Guest amenity

(10x1=10)

Q.8. How would you clean and maintain the following surface:

- (a) Brass room number plate of guest room.
- (b) Wooden door of guest room.
- (c) Marble floor in hotel's lobby.
- (d) Mirror in guest room.
- (e) EPNS artifacts in guestrooms.

(5x2=10)

Q.9. Match the following:

- | | |
|---------------------------|----------------------|
| (a) Forest essential | (i) Toilet brush |
| (b) Taski R1 | (ii) Wooden surface |
| (c) Johny's Mop | (iii) Toiletries |
| (d) Veneer | (iv) Air freshener |
| (e) Kaolin | (v) Bathroom cleaner |
| (f) Taski R5 | (vi) Abrasive |
| (g) Sandpaper | (vii) Chandelier |
| (h) Promotional tent card | (viii) Brass |
| (i) Copper + zinc | (ix) Abrasive |
| (j) Cut glass | (x) Publicity |

(10x1=10)

Q.10. Fill in the blanks:

- (i) A scale that indicated the acidity and alkalinity of substance is known as _____.
- (ii) Short fibres that may be loosened and shed from fabric is known as _____.
- (iii) _____ is a pleated, decorative skirting that extends around the sides and foot of a bed.
- (iv) _____ is a pink oxide of iron used as a fine abrasive for polishing silver.
- (v) Cots for babies are known as _____.
- (vi) Spirits of salt is also known as _____.
- (vii) The wheels fixed at the base or to the legs of furniture and equipment to make them mobile are called as _____.
- (viii) Murphy bed is also known as _____.
- (ix) The lady tailors in housekeeping department are known as _____.
- (x) _____ are textiles used for decorating furniture and making it more comfortable.

(10x1=10)
