

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2016-2017**

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Accommodation Operations - II  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. Draw a labeled layout of a standard double room listing the supplies kept in wardrobe and in writing table.

**OR**

Draw a labeled layout of a duplex room.

(10)

Q.2. List the steps of occupied room cleaning and show how is it different from that of a check-out room.

(10)

**OR**

Give the steps for:

- (a) Turndown service
- (b) Vacant room cleaning

(5+5=10)

Q.3. The façade of a hotel contributes towards creating the first impression about the hotel. Keeping this in mind, explain how the various types of facades can be kept clean and presentable.

**OR**

Why should inspection of guest room cleaning be carried out? Which is the format used during the inspection? Draw the format.

(10)

Q.4. How does key control ensure the safety of guests? Support your answer with the format.

**OR**

Why do hotels adopt integrated pest management system? What are the preventive measures hotels take to stop pest infestations?

(10)

Q.5. Justify (**any five**):

- (a) Lobby is cleaned between 1.00 AM – 5.00 AM
- (b) Expected arrival rooms are given second preference in sequence of cleaning.
- (c) Mattresses pads are put on mattresses.
- (d) Preventive pest control measures are implemented before eradication methods.
- (e) Fire exit map is placed behind the main door.
- (f) Staff placement register is maintained in spite of having attendance chart at entrance and duty schedules.

(5x2=10)

Q.6. Draw the format for (**any two**):

- (a) Maintenance job order
- (b) Housekeepers report
- (c) L&F slip

(2x5=10)

Q.7. (a) Give full form (**any five**):

- |          |         |
|----------|---------|
| (i) LS   | (ii) SR |
| (iii) NB | (iv) VD |
| (v) GRA  | (vi) DL |
| (vii) UR |         |

(5x1=5)

(b) Define in one sentence (**any five**):

- |               |                         |
|---------------|-------------------------|
| (i) Vestibule | (ii) Section master key |
| (iii) Loofa   | (iv) Coverlet           |
| (v) Jacuzzi   |                         |

(5x1=5)

Q.8. Differentiate (**any five**):

- (a) Open spring mattresses and continuous spring mattress.
- (b) Sauna and Turkish bath.
- (c) Bed board and Head board
- (d) Grand master key and Emergency master key
- (e) Continuous pest and Potential pest.
- (f) Duvet and Eiderdown.
- (g) Crib and Roll away bed

(5x2=10)

Q.9. Fill in the blanks:

- (a) Publicity cards placed in guestrooms are called \_\_\_\_\_.
- (b) \_\_\_\_\_ is used for keeping luggage in guestroom.
- (c) \_\_\_\_\_ is the control measure used for birds.
- (d) \_\_\_\_\_ is the register used to pass messages from one shift to another.
- (e) Passage in the form of a tunnel for sending soiled linen to laundry is called \_\_\_\_\_.
- (f) Other name of top sheet during bed making is \_\_\_\_\_.
- (g) \_\_\_\_\_ key is used to open all guest rooms in a floor.
- (h) \_\_\_\_\_ is a unit surrounding a wash basin and mirror where guest supplies are placed.
- (i) \_\_\_\_\_ is a thin strip encircling a toilet seat in sanitised room.
- (j) Another term for taps is \_\_\_\_\_.

(10x1=10)

Q.10. Match the following:

(a) Mitring	(i) Area provided near reception as common meeting point for guests.
(b) Dust ruffle	(ii) Amenities placed in guest room which they can carry with them.
(c) Lobby	(iii) Pocket like fold to allow foot movement.
(d) Upholstery	(iv) Booklet placed in guest room where services offered are listed.
(e) Guest expendable	(v) Envelope fold made on covers of bed.
(f) Credenza	(vi) Jobs handed over from one shift to another are listed.
(g) Services directory	(vii) Decorative floor length fabric fixed on sides of cot.
(h) Log book	(viii) Suite room bathroom.
(i) Foot fold	(ix) Side board.
(j) Bidet	(x) Textile used for furniture décor.

(10x1=10)

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