

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

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. Draw a neat layout of a medium sized laundry. List **five** equipment required in the laundry. (7+3=10)
- OR**
- Explain in detail the steps involved in the wash cycle. (10)
- Q.2. Discuss the activities that are carried out by a linen room. (10)
- OR**
- Explain the factors to be considered for purchase of linen in a hotel. (10)
- Q.3. List the principles of design applied to flower arrangement with a brief description of each. (10)
- OR**
- How will you ensure that the plant material lasts longer in flower arrangement? (10)
- Q.4. (a) What do you understand by valet service?
(b) Describe the step-by-step procedure of handling guest laundry in a hotel. (5+5=10)
- Q.5. Give the sketch of uniform for Housekeeping Supervisor (female) in a downtown hotel mentioning colour, materials, accessories and cost of uniform. (10)
- Q.6. What are the activities associated with the sewing room in a hotel? (10)
- OR**
- Discuss the factors affecting the growth of indoor plants. (10)
- Q.7. Explain the procedure to remove the following stains (**any four**):
(a) Tea stain on casement (b) Rust stain on polycotton shirt (c) Blood stain on drill apron
(d) Lipstick stain on damask napkin (e) Wax stain on terry cotton trouser (5x2=10)
- Q.8. Write short notes on **any five**:
(a) Thread count (b) Selvedge (c) Sanforisation
(d) Terrarium (e) Optical brightness (f) Bonsai (5x2=10)
- Q.9. (a) Draw laundry care symbols for the following:
(i) Bleaching (ii) Dry cleaning (iii) Do not wash
(iv) Do not tumble dry (v) Warm iron (5x1=5)
- (b) Give reasons for the following:
(i) Linen room should be located away from food production areas.
(ii) Flower stems should be cut under water. (2x2 ½ =5)
- Q.10. Fill the blanks:
(a) _____ are protective covers worn on the thumb and second finger when sewing.
(b) _____ is used to remove rust stains from cotton fabric.
(c) Hotel linen officially declared unfit for use is called _____.
(d) Leafy plant material in flower arrangement is called _____.
(e) Process used on cotton yarns to make them lustrous is called _____.
(f) Thermal insulation of blanket is measured in _____.
(g) A strong fabric with a light twill weave made from cotton or blends used for uniform is _____.
(h) The longitudinal, visibly distinct self-border, closed by the loops of weft yarn is _____.
(i) Self-service laundries are called _____.
(j) Florists foam is also known as _____. (10x1=10)
