

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

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Accommodation Operations  
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. (a) What are the activities carried out in a linen room?  
(b) Draw the layout of a linen room of a large hotel.  
**OR**  
(a) What are the factors to be considered for purchase of linen in a hotel?  
(b) Using a format explain the procedure that is carried out for linen stock taking.  
(5+5=10)
- Q.2. (a) Draw the layout of an on-premise laundry of a 400 room 5-star hotel.  
(b) Explain in brief atleast **five** laundry equipment used in a commercial laundry.  
**OR**  
(a) With the help of a flowchart, explain each stage of an industrial laundry process.  
(b) Compare between an OPL and contract laundry.  
(5+5=10)
- Q.3. What are the various types of flower arrangements? Name **any ten** flowers used in flower arrangements.  
**OR**  
Explain in detail the various equipment used in flower arrangement.  
(10)
- Q.4. What are the various types of indoor plant problems? Explain.  
**OR**  
List various steps involved in maintaining indoor plants.  
(10)
- Q.5. Draw the sketch of the uniform of a lobby manager (female) in a deluxe hotel in India. Mention the fabric used, colour, accessories and cost.  
(10)

Q.6. What are the various laundry agents used in a commercial laundry? Explain **any ten** laundry agents.

(10)

Q.7. Write short notes on the following:

- (a) Importance of par stock.
- (b) Conditioning of flowers and plant material

(5+5=10)

Q.8. Explain the stain removal procedure for the following stains:

- (a) Chewing gum on carpet
- (b) Butter/oil on a tablecloth
- (c) Lipstick on a napkin
- (d) Rust mark from uniform
- (e) Coffee on a shirt

(5x2=10)

Q.9. Define the following:

- (a) Thread count
- (b) Laundromats
- (c) Moribana
- (d) Thimble
- (e) Bonsai

(5x2=10)

Q.10. Fill in the blanks:

- (a) Opening in a washing machine through which detergent can be poured is \_\_\_\_\_.
- (b) \_\_\_\_\_ is another name for floral foams.
- (c) Hotel linen that is officially declared unfit for use is called \_\_\_\_\_.
- (d) \_\_\_\_\_ is added to the wash cycle to prevent the growth of bacteria and fungus in linen.
- (e) The Japanese term for pin holder is \_\_\_\_\_.
- (f) Leafy plant material is called \_\_\_\_\_.
- (g) \_\_\_\_\_ are responsible for collection of guest laundry.
- (h) Suzie is a type of \_\_\_\_\_.
- (i) The finished edge running along the length of the fabric on both sides is called \_\_\_\_\_.
- (j) Adaptation to new climate by the plant is referred as \_\_\_\_\_.

(10x1=10)

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