

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2014-2015

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

(Marks allotted to each question are given in brackets)

- Q.1. List atleast **ten** guest room and **ten** bath room supplies.
OR
Explain types of rooms available in hotels. (10)
- Q.2. Draw the layout of a standard guest room.
OR
Explain how will you organize “Front of the House” and “Back of the House” area cleaning? (10)
- Q.3. Explain the importance of “Lost and Found” procedure in hotels.
OR
Explain the importance of formats and record keeping. (10)
- Q.4. Explain types of beds used in hotels.
OR
Explain construction of a mattress with a neat diagram. (10)
- Q.5. What are pests? Why is their control important? (4+6=10)
- Q.6. Discuss areas of pests infestation in a hotel and preventive measures. (10)

- Q.7. (a) Explain types of keys used in hotels.
 (b) Explain special provisions for a VIP room.
 (5+5=10)

- Q.8. Give one line answer for the following:
- | | |
|----------------------|----------------|
| (a) Guest loan item | (b) Ergonomics |
| (c) Furniture glides | (d) SICO bed |
| (e) Eradication | (f) E-key |
| (g) Sani bin | (h) White ant |
| (i) Bidet | (j) Jacuzzi |
- (10x1=10)

- Q.9. Draw the layout for the following:
- (a) Maids report and room status report
 - (b) Room occupancy report
 - (c) Lost and found register
 - (d) Call register/guest message register
- (4x2 ½ =10)

- Q.10. Match the following:
- | | |
|--------------------|--|
| (a) OOO | (i) Guest relation executive |
| (b) Grubs | (ii) Guest with very light luggage |
| (c) Linen chute | (iii) Rooms overlooking landscaped area, a scenic view of a water body or a garden, may have a balcony |
| (d) Log book | (iv) Larvae of insects |
| (e) BUP | (v) An animal or plant depends upon another support and nourishment |
| (f) Parasite | (vi) Side board in guest room |
| (g) Lanai | (vii) Important register in housekeeping department used to pass information or message to another shift staff |
| (h) Credenza | (viii) Passage in the form of tunnel for sending soiled linen to the laundry |
| (i) Scanty baggage | (ix) Out of order |
| (j) G.R.E. | (x) Light service given to the room, also known as "Touch up" service |
- (10x1=10)
