

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2013-2014

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. "A clean lobby is the first moment of truth that guest experiences in the hotel and this leaves lasting impression on him". Explain the importance of keeping the lobby clean. Explain methods employed to keep lobby clean. (10)
- Q.2. What is the importance of guest room inspection and how it should it be conducted? Support your answer with relevant format.
OR
Explain in detail the types of mattresses used in hotel guest rooms. (10)
- Q.3. What is the order of cleaning a checkout room that a room attendant should follow?
OR
Explain the difference in cleaning of an occupied room and a vacant room. (10)
- Q.4. Categorize VIPs. What are the amenities and giveaways provided to the VIPs?
OR
Name different types of pests found in hotel atmosphere. Explain how pest control is carried out in hotels. (10)
- Q.5. How would you organize storage for lost and found articles? Design a format for lost and found slip to be attached to the article.
OR
Explain the importance of maintaining "KEY CONTROL" to ensure safety of guest. (10)

- Q.6. Differentiate between (any five): (5x2=10)
(a) Bath sheet and Bath towel
(b) Guest essentials and Guest expendables
(c) Shower curtain and Sheer curtain
(d) Studio bed and Murphy bed
(e) Junior suite and Parlour
(f) Stay over room and Out of order room
- Q.7. Define briefly (any ten): (10x1=10)
(a) Front of the house (b) Log book (c) Foyer
(d) Dutch wife (e) Lanai (f) Service elevator
(g) Valet bag (h) Coverlet (i) Solarium
(j) Breakfast knob card (k) Crinkle sheet (l) Foot fold
- Q.8. Write short notes on any two: (2x5=10)
(a) Turndown service (b) Computerized key card (c) Guest loan item
- Q.9. Give reason why: (5x2=10)
(a) The maids cart is placed in front of the open door facing into the room while cleaning a guest room?
(b) The room occupancy chart is prepared?
(c) Before taking a guest room under repair, front office approval is required?
(d) Turkish is preferred for towels?
(e) Bed board is used under the mattress?
- Q.10. A Expand the following: (5+5=10)
(a) SB (b) DNCO (c) HWC (d) D/L (e) UR
B Fill in the blanks:
(a) _____ are whirlpools in which alternative jets of warm water bring about therapeutic effects.
(b) Publicity cards placed in the guest rooms are called _____.
(c) _____ are small metal or plastic container with lid kept in toilets to collect soiled sanitary towels.
(d) _____ is the furniture items provided in the guest room for placing the guest luggage on it.
(e) _____ is the other name for termites.

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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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)

SUBJECT CODE: BHM154

EXAM DATE: 03.05.2016

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2015-2016

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 step by step procedure of cleaning a check-out room.
OR
Draw the format of a guest room inspection report and explain its use. (10)
- Q.2. Write the procedure of bed making for morning service of a room in a five star hotel.
OR
Elaborate in detail on guest's special requests. (10)
- Q.3. How would you clean the following? (any two):
(a) Swimming pool (b) Cloak room
(c) Chandelier (d) Guest elevator (2x5=10)
- Q.4. What are pests? Name five pests encountered in hotels. Enumerate the importance of pest control. (2 ½ + 2 ½ +5=10)
- Q.5. List any ten precautions you would take as a GRA on the guest floor. (10)
- Q.6. Differentiate between (any five):
(a) Bath sheet and bath towel
(b) Shower curtain and sheer curtain
(c) Guest expendables and guest essentials
(d) Maid's report and housekeeper's report
(e) Spring mattress and foam mattress
(f) Silver fish and cockroaches (5x2=10)

CODE: AO/04/APR-MAY/16/NC

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SUBJECT CODE: BHM154

EXAM DATE: 03.05.2016

- Q.7. (a) Explain the types of keys used in hotels.
(b) Discuss the procedure to handle lost and found articles in hotels. (5+5=10)
- Q.8. Write the full form of the following:
(a) FF&E (b) DND (c) SPLAT (d) SB
(e) HWC (f) OOO (g) NC (h) c/o
(i) V (j) DL (10x1=10)
- Q.9. Define the following terms briefly:
(a) Sauna (b) Loofah (c) Shoe horn (d) Bidet
(e) Seersucker (f) Vanity unit (g) SICO bed (h) e Key
(i) Jacuzzi (j) Sani bin (10x1=10)
- Q.10. Fill in the blanks:
(a) Guest rooms that room attendants usually clean first are _____.
(b) _____ is known as the nerve centre of housekeeping.
(c) A crinkle sheet is also known as _____.
(d) Thin curtains hung in the guest room window is called _____.
(e) _____ is preparing the bed for the guest in the evening to go to sleep.
(f) When not in use, Maid's trolley, cleaning machines are generally kept in the _____ on guest floors.
(g) _____ opens a section of rooms on one floor and is used by the room attendant.
(h) Publicity cards placed in the guest room are called _____.
(i) _____ are whirlpools in which alternative jets of warm water bring about therapeutic effect.
(j) Quilts filled with down feathers or synthetic fibre is _____. (10)

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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. 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)
