

ROLL No.....

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

COURSE : 4th Semester of 3-year B.Sc. in H&HA
2nd Year 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. Define 'Par'. What are the factors an Executive Housekeeper should keep in mind while establishing par for linen? (2+8=10)

OR

Draw a neat layout of a linen room and explain the step-by-step activities of linen room. (5+5=10)

Q.2. List the principles of design, as 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.3. Give the sketch of uniform for Housekeeping Supervisor (Female) in a downtown Hotel, mentioning the colour, materials, accessories and cost of uniform. (5+5=10)

Q.4. (a) Explain 'wash cycle'.
(b) Enlist and explain five machines required for setting up a laundry in a large hotel. (5+5=10)

OR

(a) Suggest an ideal layout of laundry for a resort hotel.
(b) Compare the merits and demerits of an OPL against a contract laundry. (5+5=10)

Q.5. What do you understand by valet service? Describe the step-by-step procedure of handling guest laundry in a hotel. (2+8=10)

Q.6. Write short notes (any two):

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- (a) Linen hire
(b) Factors affecting indoor plant growth
(c) Dry cleaning
(d) Sewing room (2x5=10)

Q.7. What are the various purchase specifications to be kept in mind while choosing linen for a five star hotel? (10)

Q.8. Explain the following terms:

- (a) Hoppers (b) Ikebana (c) MSDS
(d) Mercerization (e) Linen chute (5x2=10)

Q.9. (I) State True or False:

- (a) No. of warp and weft yarns per square inch is called twists.
(b) Ikebana means 'making flowers live'.
(c) Self-service laundries are called ozone.
(d) Ink stains are removed by acetone.
(e) Another term for floral foam is kenzen. (5)

(II) Draw the following formats (any two):

- (i) Room linen exchange form;
(ii) Uniform issue slip;
(iii) Linen discard record (2x2 ½ =5)

Q.10. Write step-by-step procedure of removing the following stains:

- (i) Chewing gum on carpet.
(ii) Nail polish on hand towel.
(iii) Rust marks on maintenance uniform.
(iv) Tea on tea cozy.
(v) Lipstick on napkin. (5x2=10)

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

COURSE : 4th 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. Explain the activities carried out by linen room in a hotel.
OR
Illustrate flow process of an industrial laundry. (10)
- Q.2. Discuss factors to be considered while selecting linen for various hotel purposes. Give quality specifications for bed sheet.
OR
Explain laundry agents. Mention relevant examples for each type. (7+3=10)
- Q.3. Describe the need and benefits of uniforms for staff.
OR
Discuss the factors to be considered while selecting or designing uniforms. (10)
- Q.4. Discuss operational advantages and economy in operation of OPL for a hotel.
OR
Discuss in detail the stages of wash cycle. (10)
- Q.5. What is meant by linen control? Discuss the stages involved in linen control. (10)
- Q.6. Briefly describe the following:
(a) Recycling of discarded linen (b) Function of sewing room (5+5=10)
- Q.7. Write short notes on:
(a) Guest laundry service
(b) Care of indoor plants (5+5=10)

- Q.8. (a) Briefly discuss the equipment and materials used commonly for flower arrangement.
(b) Explain the applications of design principle 'Rhythm' in flower arrangement. (5+5=10)
- Q.9. Define the following (any five):
(a) Cut down (b) Par stock (c) Laundromat
(d) Antichlor (e) Seika (f) Clean for dirty
(g) Bonsai (h) Prong (i) Drill
(j) Thimble (5x2=10)
- Q.10. Fill in the blanks:
(a) Plant materials used to hide stem, container edges and most importantly the cases is called _____.
(b) Thermal insulation of blankets is measured in _____.
(c) Sodium bisulphite is a type of _____.
(d) Fabrics that come from the loom without any finishing is called _____.
(e) The golden ratio of 2:3 in design is also known as _____.
(f) A strong fabric with a tight twill weave made from cotton or blends used for uniform is _____.
(g) The longitudinal, visibly distinct self-boarder, closed by the loops of weft yarn is _____.
(h) A reweaving process to repair small holes on a fabric is _____.
(i) Boundary of a garden made from shrubs instead of walls is called _____.
(j) The door of a washing machine is also called as _____. (10x1=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2015-2016

COURSE : 4th 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. What are the various factors an Executive Housekeeper should consider while purchasing room linen for a five star deluxe hotel?

OR

"Hotel linen is expensive and if well maintained its life can be extended". Keeping in mind the above statement, create a 10(ten) point checklist for reducing damage to hotel linen.

(10)

Q.2. The institute is organising an Awadhi Food Festival in the month of May. Design uniforms for students (male) assigned for service indicating fabric and cost.

OR

What are the duties and responsibilities of a seamstress in the sewing room?

(10)

Q.3. (a) Why are indoor plants replacing flower arrangements in hotels?
(b) Discuss the basic elements required for the growth of indoor plants.

OR

(a) What are the principles of design? Explain with reference to flower arrangement.
(b) List possible locations for flower arrangements in hotel in order to enhance ambience.

(5+5=10)

Q.4. Draw a flow chart of an industrial laundry process and explain each stage.

OR

Explain the nine steps of a typical wash process.

(10)

Q.5. (a) Explain hotel guest laundry cycle using a flow chart.
(b) As a valet, what precautions will you take while handling guest garments?

(5+5=10)

Q.6. Differentiate between the following:

- (a) Laundry skip and Laundry slip
- (b) Oasis and Pin holder
- (c) Standard sizes and made to measure uniforms
- (d) Line arrangement and Mass arrangement
- (e) Line hire and linen purchase

(5x2=10)

Q.7. Classify stain and explain the principles of stain removal.

(10)

Q.8. Define **any two**:

- (a) Dry cleaning
- (b) Physical inventory
- (c) Ikebana
- (d) Conditioning of plant material

(2x5=10)

Q.9. Hotel Retreat has 100 double rooms supplying three bed sheets a day. Calculate par stock for bed sheet, mattress protector, pillowcase, hand towel and bath towel.

(10)

Q.10. Give the correct term for the following:

- (a) Japanese flower arrangement with fruits and nuts.
- (b) The other name for a Roller press.
- (c) Process of removing stain from a fabric.
- (d) Protective covers worn on the thumb during sewing.
- (e) Greenery added to the flower arrangement.
- (f) Vertical passage for transporting soiled linen to laundry.
- (g) Name of self-service laundries.
- (h) Hotel linen unfit for use in circulation.
- (i) Chewing gum stain is classified under.
- (j) Soap film is also known.

(10x1=10)

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

COURSE : 4th 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. (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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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2017-2018

COURSE : 4th 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 neat layout of linen room and explain the step by step activities of linen room. (5+5=10)

OR

Explain the work flow process of an industrial laundry with the help of flow chart. (10)

Q.2. What are the criteria for selection of linen and soft furnishing in a hotel?

OR

Explain how linen control can be maintained in a hotel. (10)

Q.3. Draw a layout of an on-premises laundry of a 400 rooms 5-star hotel. What are the important factors while planning a laundry?

OR

What are the various laundry agent used in the On-Premises Laundry in a hotel? (10)

Q.4. List the principles of design applied to flower arrangement with a brief explanation of each.

OR

What are indoor plants? Explain selection and care procedure for indoor plants. (10)

Q.5. Describe the process of issuing and exchanging of uniform for employees. (10)

Q.6. What are the factors to be considered while designing the uniform for hospitality industry? (10)

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Q.7. (a) Enumerate the activities carried out in the sewing room.
(b) Enlist five large equipment found in a well set sewing room. (5+5=10)

Q.8. Write short notes on any two:
(a) Care and conditioning of fresh flowers
(b) Dry cleaning
(c) Stock taking (2x5=10)

Q.9. Explain the following terms:
(a) Thread count (b) Kenzan
(c) Thimbles (d) Drill
(e) Laundromat (f) Salt of lemon
(g) Golden ratio (h) Suds
(i) Ikebana (j) Damask (10x1=10)

Q.10. A Draw laundry symbols for the following:

- (i) Hand wash
- (ii) Do not bleach
- (iii) Iron, High
- (iv) Dry clean, any solvent
- (v) Do not tumble dry

B

Fill in the blanks:

- (i) Linen that is officially declared unfit for use is _____.
- (ii) The average life span of a polycotton bedsheet is _____.
- (iii) Fabric that come straight from loom without having received any finishes _____.
- (iv) _____ refers to using any discarded materials for some other purpose.
- (v) _____ is a reweaving process to repair small holes in fabric. (5+5=10)
