

Roll No.

1st Semester Examination–2014

MHM-11 (Master in Hotel Management)

MHM-104

**Accommodation and
Leisure Management**

Time : 3 Hours

Maximum Marks : 30

Note : The question paper is divided into three sections A, B and C. Give the answer according to the directions given in each section.

Section-A

(Long Answer Type Questions)

Note : Answer any two Questions. Each Question carries 7.5 Marks. (2×7.5=15)

1. What are cleaning agent ? Discuss their classification and write a short note on each category of cleaning agent.
2. Which three attributes, in your opinion are absolutely essential in housekeeping staff? Justify your answer.

3. Explain in detail the coordination of control desk with maintenance and front office department.
4. Define flower arrangement. Explain the design features to be followed in flower arrangement.

Section-B

(Short Answer type Questions)

Note : Answer any four Questions. Each Question carries 2.5 Marks. (4×2.5=10)

1. Explain how the lines par is established.
2. Explain the process of briefing and debriefing of housekeeping department.
3. What are the points to consider in the choice of cleaning equipment?
4. Explain the procedure for the daily cleaning of vacated room.
5. Discuss the types of textile fabrics used in hotel.
6. What are the various housekeeping expenses that the executive housekeeper needs to budget for ?

7. Describe the machine and equipment used in the laundry.
8. Discuss the planning and layout of the linen room.

Section-C

Objective type Questions (Compulsory)

Note : Answer all questions. Each Question carries 0.5 Mark.

(10×0.5 = 5)

1. A room which is closed for renovation is known as
(0,0,0/ under repair)
2. The most important quality of a housekeeper's observation skill is (eye for detail/smile)
3. A person who does miscellaneous job in the hotel is called (Valet/GRA)
4. is a room that has two single beds that share a common head board and which are meant for two people (Hollywood Two bedded room/twin room)
5. is the other name of a chamber maid box. (hand caddy chamber maid Trolley)
6. If it is a business hotel, the hotel will be more crowded on week days. So a weekly cleaning schedule will be more effective (True/false).

7. Laundry chemical which keep fabrics looking new and colour close to their original shade are fabric softener. (True/False)
8. Lost and Stolen keys create security and safety problems. (True/False)
9. A physical inventory of uniform should be conducted once a year. (True/false)
10. The operating budget outlines the financial goals of a hotel. (True/false)