Roll No.

## HM-103

## Accommodation Management Master of Hotel Management (MHM-17)

First Semester, Examination, 2018

## Time : 3 Hours

Max. Marks : 40
Note : This paper is of forty (40) marks containing three (03) Sections A, B and C. Learners are required to attempt the questions contained in these Sections according to the detailed instructions given therein.

## Section-A

## (Long Answer Type Questions)

Note : Section 'A' contains four (04) long answer type questions of nine and half ( $9 \frac{1}{2}$ ) marks each. Learners are required to answer two (02) questions only.

1. Define housekeeping. How does housekeeping contribute to earning profits in Hotel ?
2. What is the purpose of an organizational chart ? Outline the organizational chart for a medium sized hotel.
3. Explain the role of an executive housekeeper in the orientation of a new housekeeping employee.
(B-86) P. T. O.
4. Discuss the documentation maintained by the housekeeping control desk.

## Section-B

(Short Answer Type Questions)
Note : Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer four (04) questions only.

1. How does hierarchy help the organization with multimanagement level jobs?
2. Write a brief note on the equipment required in making flower arrangements.
3. How are carpets cleaned and maintained?
4. Explain the role of accessories in interior decoration.
5. Why is control desk crucial to the Housekeeping department?
6. Discuss how linen control can be maintained in a hotel.
7. What is the role of a supervisor in the functioning of a housekeeping department?
8. What are inspection checklists ?

## Section-C

(Objective Type Questions)
Note : Section 'C' contains ten (10) objective type questions of half $\left(\frac{1}{2}\right)$ mark each. All the questions of this Section are compulsory.

1. Termites are also known as $\qquad$ .
2. The ideal temperature to be maintained in hotel guest rooms is $\qquad$ .
3. The ideal temperature to be maintained in hotel lobbies is $\qquad$ .

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4. Other name of sideboard $\qquad$ .
5. In hotels taps are referred as $\qquad$ .
6. Ideal temperature for washing table linen is $\qquad$ .
7. OPL stands for $\qquad$ .
8. Cots for babies provided on request is $\qquad$ .
9. Another name for the sewing kit provided as a guest amenity $\qquad$ .
10. Textiles used for furniture decor is $\qquad$ .
