

18/19
M

Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

**BHMCT (2018 Batch) (Sem.-2)
ACCOMMODATION OPERATIONS - II**

Subject Code : BHMCT-207-18

M.Code : 75886

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Q1. Write briefly :

- a) What is the purpose of Burnishing machine?
- b) What is SOP?
- c) What do you understand by dirty dozen ?
- d) Give reason why front office approval is required before taking a guest room under repair?
- e) What is chamois ?
- f) What do you mean by Electroplating ?
- g) What is the use of work order form ?
- h) Differentiate between shower curtain and sheer curtain.
- i) What is cot?
- j) What is the size and use of bath sheet?

SECTION-B

- Q2 Write a note on commonly used metals and alloys used in hotels.
- Q3 What is mitre fold and foot fold?
- Q4 What is 'second service'? Write down the procedure for second service.
- Q5 Why is control desk crucial to the housekeeping department?
- Q6 List the principles of cleaning.

SECTION-C

- Q7 Discuss the different types of polishes and their application.
- Q8 'Housekeeping operations are turning eco-friendly'. Discuss.
- Q9 Explain the importance and procedure of lost & found in hotels.



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1. Write briefly:

- What are from of the ho
- What is Facade cleaning
- What are traps?
- Define silver pits.
- What is soft wood?
- Lost and found register.
- Burnishing machine.
- Cream polish.
- What is Murphy bed?
- What is fibreglass?

2. Differentiate between preventive and breakdown maintenance.

3. Discuss the general criteria for the selection of cleaning agents.
4. Discuss the various types of glass and their use.
5. What are floor sealers? Discuss the precautions need to be taken while applying floor sealers.

7 Explain soft water and hard water and state their relative advantages and disadvantages.

- 8 Discuss Beds under the following headings :
 - a) Construction
 - b) Types
 - c) Care and cleaning.
- 9 Write an essay on the types of keys and their control.

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**BHMC (Sem.-2)
ACCOMMODATION OPERATIONS-II**

Subject Code : BHMC/207/18

M.Code : 75886

Date of Examination : 22-05-2024

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Explain briefly the following terms :

- a) Cleaning agents
- b) Polishes
- c) Guest room
- d) Facade cleaning
- e) Hard water
- f) Traps
- g) Maid's cart trolley
- h) Call register
- i) Maintenance department
- j) Guest supplies.

SECTION-B

2. Discuss the criteria for the selection of cleaning agents.
3. Explain the cleaning process of glass and floor finishes.
4. Explain different types of bed and mattresses.
5. Describe water distribution system in a hotel.
6. Discuss types of keys.

SECTION-C

7. Illustrate hot water supply system in hotels.
8. Throw light on log sheet, lost and found register and guest's special requests register.
9. Explain the importance of maintenance department in the hotel industry.

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