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**Time : 2 Hours****ACCOMMODATION OPERATION****Subject Code**

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**Total No. of Questions : 5****(Printed Pages : 2)****Maximum Marks : 50****INSTRUCTIONS:** *1) Answer question 1 of each Unit in 1-2 words.**2) Answer question 2 of each Unit in about 20 words.**3) Answer question 3 of each Unit in about 40 words.**4) Answer question 4 of each Unit in about 80 words.**5) Answer each Unit on a fresh page.**6) All questions are compulsory.**7) Write the No. of the questions and sub questions clearly.**8) Figure to the right indicates full marks.**9) Draw diagrams wherever specified.***Unit 1**

- 1.1. The guest room status wherein the guest has left the hotel without making arrangements to settle his account is known as \_\_\_\_\_. (1)
- 1.2. Explain the following types of rooms (2)
- a) Hollywood twin room
- b) Lanai
- 1.3. Explain the basis on which guest room charges are fixed. (3)
- 1.4. List and explain any 4 types of room tariff plans offered in the hotels. (4)

**Unit 2**

- 2.1. The service offered to guests wherein the hotel staff makes a telephone call at a requested time to awaken them is known as \_\_\_\_\_. (1)
- 2.2. List the reasons why the hotel may wish to change a guest room. (2)
- 2.3. Why is it important for the front desk to exercise strict control on room keys? (3)

2.4. Explain the different types of guest complaints. (4)

Or

2.5. Explain the procedure to be followed while issuing a safety deposit locker to the guest by the hotel. (4)

### Unit 3

3.1. An electronically coded plastic card that is used to access locks is known as \_\_\_\_\_ . (1)

3.2. What is the importance of a Maintenance register at the Housekeeping Control Desk? (2)

3.3 Draw a neat format of a key control sheet. (3)

3.4. List the Principles followed to maintain the key control system. (4)

### Unit 4

4.1. The minimum linen and uniform required to meet the daily demands to ensure smooth operation is known as \_\_\_\_\_ . (1)

4.2. What is a centralized linen room? (2)

4.3. Draw a neat labelled diagram of the linen and uniform room. (3)

4.4. Briefly explain the uniform exchange procedure. (4)

Or

4.5. List the important principles of stock taking. (4)

### Unit 5

5.1. Self service laundries found in different motels are called \_\_\_\_\_. (1)

5.2. List any 4 different types of pressing equipment used in a guest laundry. (2)

5.3. Draw a neat flow chart to depict the laundry operation. (3)

5.4. What are the disadvantages of an off site laundry? (4)