

**BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)**

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : III
SESSION : MO/18**

**SUBJECT: HM3025 ACCOMMODATION OPERATION II
TIME: 3.00 HOURS**

FULL MARKS: 60

INSTRUCTIONS:

1. The question paper contains 7 questions each of 12 marks and total 84 marks.
 2. Candidates may attempt any 5 questions maximum of 60 marks.
 3. The missing data, if any, may be assumed suitably.
 4. Before attempting the question paper, be sure that you have got the correct question paper.
 5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
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| Q.1(a) What are the skills required of a good house keeper? | [2] |
| Q.1(b) Explain the attributes of the house keeping staff. | [4] |
| Q.1(c) What is effective delegation in house keeping department? | [6] |
| Q.2(a) What is linen room? | [2] |
| Q.2(b) Describe the role of house keeping control desk during emergency. | [4] |
| Q.2(c) What are the standard concepts of a guest room? | [6] |
| Q.3(a) Draw a format of guest room inspection. | [2] |
| Q.3(b) Explain the supplies of night table desk & marketing material in guest room. | [4] |
| Q.3(c) Explain the importance of safety and security system in a hotel. | [6] |
| Q.4(a) Write the mechanical method of pest control. | [2] |
| Q.4(b) What is effective pest control? explain | [4] |
| Q.4(c) What do you understand by budgetary control? explain | [6] |
| Q.5(a) Describe the importance of hotel guest room inspection. | [2] |
| Q.5(b) What is mirroring technique? explain | [4] |
| Q.5(c) Write the checklist for preparing a budget. | [6] |
| Q.6(a) What is spring house keeping service? | [2] |
| Q.6(b) Describe on or near the vanity unit supplies in a star hotel. | [4] |
| Q.6(c) Explain the principles of purchasing. | [6] |
| Q.7(a) What is solid waste? | [2] |
| Q.7(b) Describe the sources of waste. | [4] |
| Q.7(c) Explain centralized purchasing method in a star chain hotels. | [6] |

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