

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

**CLASS: BHMCT  
BRANCH: HMCT**

**SEMESTER: III  
SESSION : MO/2018**

**SUBJECT : HM3025 ACCOMMODATION OPERATION II**

**TIME: 1.5 HOURS**

**FULL MARKS: 25**

**INSTRUCTIONS:**

1. The total marks of the questions are 30.
  2. Candidates may attempt for all 30 marks.
  3. In those cases where the marks obtained exceed 25 marks, the excess will be ignored.
  4. Before attempting the question paper, be sure that you have got the correct question paper.
  5. The missing data, if any, may be assumed suitably.
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- Q1 (a) What is daily cleaning process in a hotel? [2]  
(b) Explain departure guest room cleaning process. [3]
- Q2 (a) Write in brief the guest room inspection sheet. [2]  
(b) Describe housekeeping supplies & amenities on guest writing table. [3]
- Q3 (a) Write the process of guest room cleaning. [2]  
(b) Describe bathroom amenities & fixture in a star hotel. [3]
- Q4 (a) Explain self supervision technique. [2]  
(b) Describe the reason, when the room is taken under "OOO". [3]
- Q5 (a) Write room inspection checklist used by housekeeping supervisor. [2]  
(b) Describe top ten problem area where public area attendants fail to meet standards. [3]
- Q6 (a) "Effective delegation is a great management tool", Justify the statement. [2]  
(b) Write the process of housekeeping equipment & machinery maintenance. [3]

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