

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

CLASS: BHMCT
BRANCH: HMCT

SEMESTER : III
SESSION : MO/19

SUBJECT: HM204 ACCOMMODATION OPERATION I

TIME: 3 HOURS

FULL MARKS: 50

INSTRUCTIONS:

1. The question paper contains 5 questions each of 10 marks and total 50 marks.
 2. Attempt all questions.
 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 is the importance of control desk? Explain. [5]
Q.1(b) List top ten tips for answering and handling business calls. [5]
- Q.2(a) Explain the objective of housekeeping department. [5]
Q.2(b) Explain the job description of floor supervisor. [5]
- Q.3(a) Find out the duties and tasks of executive housekeeper. [5]
Q.3(b) Find out different types of mattresses used for guest rooms. [5]
- Q.4(a) Analyze the composition, care and cleaning of hard surface (WOOD). [5]
Q.4(b) Classify the type of glasses. (flat, fiber , obscured, cut, toughened, laminated) [5]
- Q.5(a) Write the procedure to choose furniture for guest rooms. [5]
Q.5(b) Write the furniture arrangements of different rooms & other areas in a hotel. [5]

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