

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

**CLASS: BHMCT
BRANCH: BHMCT**

**SEMESTER: III
SESSION : MO/2019**

SUBJECT : HM204 ACCOMMODATION OPERATION - I

TIME: 2:00 HOURS

FULL MARKS: 25

INSTRUCTIONS:

1. The total marks of the questions are 25.
2. Candidates may attempt for all 25 marks.
3. Before attempting the question paper, be sure that you have got the correct question paper.
4. The missing data, if any, may be assumed suitably.

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- Q1 (a) Define Control Desk in housekeeping department. [2]
(b) Describe in brief Register/Reports maintained in housekeeping. [3]
- Q2 (a) Write in detail the Paging System. [2]
(b) Explain top 10 tips for answering and handling business calls. [3]
- Q3 (a) Explain the role of housekeeping department. [2]
(b) Discuss the objective of housekeeping. [3]
- Q4 (a) Distinguish between Accounts and Sales & Marketing department. [2]
(b) Illustrate housekeeping department layout in a large hotel. [3]
- Q5 (a) Write in brief the basic housekeeping duties. [2]
(b) Describe housekeeper skills and qualifications. [3]

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