

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

**CLASS: BHMCT  
BRANCH: HMCT**

**SEMESTER: III  
SESSION: MO/2022**

**SUBJECT: HM204 ACCOMMODATION OPERATION-I**

**TIME: 2 HOURS**

**FULL MARKS: 25**

**INSTRUCTIONS:**

1. The total marks of the questions are 25.
  2. Candidates 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.
  5. Tables/Data hand book/Graph paper etc. to be supplied to the candidates in the examination hall.
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		CO	BL
Q1 (a) Name the departments of Hotel the housekeeping has to work in close coordination.	[2]	1	1
Q1 (b) Describe the importance of Control desk.	[3]	1	2
Q2 (a) Define Paging system of a hotel.	[2]	1	1
Q2 (b) Write about the procedure of changing the guestroom.	[3]	1	6
Q3 (a) Assess the importance of briefing.	[2]	2	5
Q3 (b) Explain the importance of Guestroom inspection.	[3]	2	4
Q4 (a) State the concept of 'opening the house'.	[2]	2	1
Q4 (b) Discuss the importance of De-briefing.	[3]	2	2
Q5 (a) Define supervision.	[2]	3	1
Q5 (b) Summarize in brief about the role of housekeeping supervisor.	[3]	3	2

::: 29/09/2022 :::M