

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

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : III
SESSION : MO/2024**

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.
-

		CO	BL
Q.1(a)	What is H.K control desk? Describe the importance of control desk.	[5] 1	1
Q.1(b)	Describe the right procedure of handling guest complaint.	[5] 1	2
Q.2(a)	What do you understand by opening the house? Explain	[5] 2	1
Q.2(b)	Explain night shift activities, duties and staff scheduling.	[5] 2	2
Q.3(a)	Write the importance of inspection in Housekeeping department in a hotel.	[5] 3	5
Q.3(b)	Define typical area neglected and area of special attention in a hotel.	[5] 3	1
Q.4(a)	Write the right procedure of cleaning of different metals like silver, steel and copper.	[5] 4	5
Q.4(b)	Describe the procedure to deep clean of Chandeliers.	[5] 4	2
Q.5(a)	Write the selection criteria of guest room furniture.	[5] 5	5
Q.5(b)	Explain the difference between fixture and fittings stating examples.	[5] 5	2

::::::22/11/2024::::::E