

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

**CLASS: BHMCT
BRANCH: HMCT**

**SEMESTER : III
SESSION : MO/2025**

SUBJECT: HM24204 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)	Discuss the importance/functions of housekeeping control desk.	[5] 1	2
Q.1(b)	Discuss the importance of coordination between housekeeping and front office department.	[5] 1	2
Q.2(a)	Explain the importance of guest room inspection.	[5] 2	2
Q.2(b)	Describe the duties of Night shift supervisor.	[5] 2	2
Q.3(a)	Discuss the role of housekeeping supervisor.	[5] 3	2
Q.3(b)	Explain the standard procedure of Guest complaint handling.	[5] 3	2
Q.4(a)	Differentiate between Silver Dip and Polivit method of silver cleaning.	[5] 4	2
Q.4(b)	Write the cleaning procedure for glass surfaces.	[5] 4	1
Q.5(a)	Describe the factors considered for selection of furniture.	[5] 5	2
Q.5(b)	Explain the types of furniture found in hotel guestrooms.	[5] 5	2

::::::24/11/2025::::::E