

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2013-2014

COURSE : 4th Semester of 3-year B.Sc. in H&HA
2nd Year of 3-year B.Sc. in H&HA
SUBJECT : Accommodation Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define 'Par'. What are the factors an Executive Housekeeper should keep in mind while establishing par for linen?

(2+8=10)

OR

Draw a neat layout of a linen room and explain the step-by-step activities of linen room.

(5+5=10)

Q.2. List the principles of design, as applied to flower arrangement, with a brief description of each.

OR

How will you ensure that the plant material lasts longer in flower arrangement?

(10)

Q.3. Give the sketch of uniform for Housekeeping Supervisor (Female) in a downtown Hotel, mentioning the colour, materials, accessories and cost of uniform.

(5+5=10)

Q.4. (a) Explain 'wash cycle'.
(b) Enlist and explain **five** machines required for setting up a laundry in a large hotel.

OR

(a) Suggest an ideal layout of laundry for a resort hotel.
(b) Compare the merits and demerits of an OPL against a contract laundry.

(5+5=10)

Q.5. What do you understand by valet service? Describe the step-by-step procedure of handling guest laundry in a hotel.

(2+8=10)

Q.6. Write short notes (**any two**):

- (a) Linen hire
(b) Factors affecting indoor plant growth
(c) Dry cleaning
(d) Sewing room
(2x5=10)
- Q.7. What are the various purchase specifications to be kept in mind while choosing linen for a five star hotel?
(10)
- Q.8. Explain the following terms:
(a) Hoppers (b) Ikebana (c) MSDS
(d) Mercerization (e) Linen chute
(5x2=10)
- Q.9. (I) State True or False:
(a) No. of warp and weft yarns per square inch is called twists.
(b) Ikebana means 'making flowers live'.
(c) Self-service laundries are called ozone.
(d) Ink stains are removed by acetone.
(e) Another term for floral foam is kenzen.
(5)
- (II) Draw the following formats (**any two**):
(i) Room linen exchange form;
(ii) Uniform issue slip;
(iii) Linen discard record
(2x2 ½ =5)
- Q.10. Write step-by-step procedure of removing the following stains:
(i) Chewing gum on carpet.
(ii) Nail polish on hand towel.
(iii) Rust marks on maintenance uniform.
(iv) Tea on tea cozy.
(v) Lipstick on napkin.
(5x2=10)
