

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2015-2016**

COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Accommodation Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. Draw the flow process chart of industrial laundry with a brief explanation of each stage.

**OR**

Give the floor plan of an on-premise laundry in a five star deluxe hotel alongwith equipment and traffic lanes.

(10)

Q.2. Explain briefly the activities in a linen room during a normal working day of a hotel. Enlist **two** registers with their formats used in the linen room of a large hotel.

**OR**

What are all activities carried out in a sewing room of a 5-star category hotel? Enlist **ten** small tools and equipment found in a well set sewing room of a hotel.

(10)

Q.3. (a) How will you use discarded dining hall linen?  
(b) Explain each stage of wash cycle.

(5+5=10)

Q.4. Explain the principles of flower arrangement.

**OR**

What are indoor plants? Explain selection and care procedures for indoor plants.

(10)

Q.5. Write short notes on **any two**:

- (a) Care and conditioning of fresh flowers.
- (b) Storage of uniforms.
- (c) Selection of bath linen.

(2x5=10)

Q.6. How will you take care of the following laundry problems? Give reasons and solutions.

- (a) Lint                      (b) Colour fading                      (c) Bluing  
(d) Yellowing                      (e) Wrinkling

(5x2=10)

Q.7. Explain in brief (**any ten**):

- (a) Monogramming                      (b) Cut down  
(c) Fabric softener                      (d) Linen chute  
(e) Soap curd                      (f) Bonsai  
(g) Moribana                      (h) Ikebana  
(i) Hogarth                      (j) Secateurs  
(k) Fillers                      (l) Ukibana

(10x1=10)

Q.8. Give one relevant reason of the following:

- (a) Linen room should be situated near the service elevator.  
(b) What are the benefits of conducting physical inventories?  
(c) White cottons are starched.  
(d) It is necessary to air articles which have been dry-cleaned before folding them.  
(e) Linen should be marked before laundering.

(5x2=10)

Q.9. How would you remove the following stains from the fabric?

- (a) Nail polish                      (b) Lipstick  
(c) Ink (blue)                      (d) Paint  
(e) Grease

(5x2=10)

Q.10. Give the sketch of a uniform of a door man in a 5-star hotel following a heritage theme. Mention the colour, materials and accessories to be used for the said uniform.

(10)

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