

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2016-2017

COURSE : 3rd Semester 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. Draw the layout of an on-premise laundry of a large 5-star hotel. Explain **any five** laundry equipment used in a commercial laundry.

OR

Discuss in detail the wash cycle in a commercial laundry.

(10)

Q.2. Explain the factors to be considered for purchase of linen in a hotel. Explain the importance of stock taking with reference to the linen room.

OR

Draw the neat layout of a linen room of a large hotel and explain the activities carried out in a linen room.

(10)

Q.3. What are the various types of flower arrangements? List **any ten** flowers used in flower arrangements.

OR

Explain the conditioning of plant materials in flower arrangements and explain its importance.

(10)

Q.4. List the various steps in maintaining the indoor plants. List the names of **five** indoor plants.

OR

Explain the activities in the sewing room. List the equipment used in the sewing room.

(10)

Q.5. Write short notes on the following:

- (a) Importance of par stock.
- (b) Contract laundry services

(5+5=10)

Q.6. What are the factors to be considered while designing the uniforms for a hotel?
Design a uniform to be provided for a female Lobby Manager of a business hotel.
(5+5=10)

Q.7. Draw the formats of the following and explain:
(a) Uniform issue slip
(b) Room linen inventory form
(5+5=10)

Q.8. Explain the following in brief:
(a) Sours (b) Fillers (c) Warp (d) Bonsai
(e) Antichlors (f) Thread count (g) Sanforization (h) Focal point
(i) Valet service (j) Ikebana
(10x1=10)

Q.9. (a) Draw and explain **any five** laundry symbols.
(b) List **five** stains and the removal procedure for each.
(5+5=10)

Q.10. Fill in the blanks:
(a) _____ are used to remove mildew.
(b) Leafy plant material is called _____.
(c) Linen declared unfit for use is called _____.
(d) _____ are protective covers worn on the thumb and second finger when sewing.
(e) _____ is another name for pin holder.
(f) Damask is a type of _____.
(g) _____ is used to brighten fabrics.
(h) _____ is known as floral foam.
(i) _____ is the finished edge running along the length of the fabric on both sides.
(j) Self-service laundries are called _____.
(10x1=10)
