

S.No. : 152

BHM 3204

No. of Printed Pages : 04

Following Paper ID and Roll No. to be filled in your Answer Book.

PAPER ID : 36109

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B. H. M. C. T. Examination 2021-22

(Even Semester)

ACCOMMODATION OPERATION-II

Time : Three Hours]

[Maximum Marks : 60

Note :- Attempt all questions.

PART-A

1. Define the following :

8 × 1 = 8

- (a) UM
- (b) DL
- (c) SB
- (d) Quad
- (e) Cabana room
- (f) Twin room
- (g) Lanai room

[P. T. O.

- (h) Duplex room

PART – B

2. Attempt any two parts of the following : $6 \times 2 = 12$

- (a) List the general rules to be followed by employees on guest floors.
- (b) Discuss the cleaning of the following public areas :
- (i) Entrances
- (ii) Lobbies
- (c) Why is the control desk crucial to the housekeeping department?
- (d) Draw a duty roster for GRA in housekeeping department.

PART – C

Note:- Attempt any two parts of the following. Each part carry equal marks. $8 \times 5 = 40$

3. (a) Write importance of the guestroom to a guest.
- (b) Draw the layout of a "Double Room".

- (c) Describe the types of services and facilities offered by various hotels to a guest.
4. (a) What is meant by the following terms :
- (i) Damp-dusting
 - (ii) Saunas
 - (iii) Solarium
 - (iv) Jacuzzi
 - (v) Spa-bath
- (b) What are the various leisure areas in a hotel?
How are they cleaned?
- (c) How are the public restroom cleaned?
5. (a) Explain the processes of briefing and debriefing.
- (b) Describe the following registers and forms maintained by housekeeping control desk :
- (i) Memo book
 - (ii) Log book
- (c) Write a note on the cleaning of leather.

[P. T. O.]

6. (a) Explain the various types of ceramics. How are they kept clean?
- (b) What are the protective finishes applied on metals?
- (c) Discuss the cleaning of the following glass items :
- (i) Mirrors
 - (ii) Chandeliers
