



2018 VI 13

1430

Seat No. :

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Time : 2 Hours

ACCOMMODATION OPERATION (New Syllabus)

Subject Code

V	2	7	4
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Total No. of Questions : 5

(Printed Pages : 2)

Maximum Marks : 50

- INSTRUCTIONS** :
- 1) Answer question **1** of **each** Unit in **1-2** words.
 - 2) Answer question **2** of **each** Unit in about **20** words.
 - 3) Answer question **3** of **each** Unit in about **40** words.
 - 4) Answer question **4** of **each** Unit in about **80** words.
 - 5) Answer **each** Unit on a **fresh** page.
 - 6) **All** questions are **compulsory**.
 - 7) Write the No. of the questions and sub questions **clearly**.
 - 8) Figure to the **right** indicate **full** marks.
 - 9) Draw diagrams **wherever** specified.

Unit 1

1. A room which has two single beds meant for double occupancy is called _____ [1]
2. Explain with an example the check-in check-out system used in fixing the charges for the guest rooms. [2]
3. What does the term Sleeper, Sleep out and Skipper denote with reference to hotel guest room status. [3]
4. Explain the below listed tariff plans. [4]
 - a) Modified American Plan
 - b) European Plan
 - c) American Plan
 - d) Continental Plan.



Unit 2

1. Locating a guest in a specified area of the hotel is termed as _____ [1]
2. Explain attitudinal and service related guest complains. [2]
3. Why is strict control exercised on guest room keys ? [3]
4. What is the procedure followed while issuing a locker to the guest ? [4]

OR

4. What are the reasons for a guest room change ? [4]

Unit 3

1. A key which can open all rooms of the hotel even those that are double locked is called _____ [1]
2. How are key-cards used in the hotels ? [2]
3. Explain with a neat format the register used for missing property in the housekeeping department of a hotel. [3]
4. What are the considerations to be followed while setting the lost and found department ? [4]

Unit 4

1. A system in which each pantry maintains its own par stock of room linen is called _____ [1]
2. List the importance of Par Stock (4 points). [2]
3. Draw a neat labeled layout of the linen and uniform room of a hotel. [3]
4. What is the procedure followed while exchanging room linen ? [4]

OR

4. What are four phases of linen control followed in the hotel ? [4]

Unit 5

1. Guest laundry service delivered within four hours of collection is termed _____ [1]
2. List the laundering equipments used in a laundry. [2]
3. Draw a flow chart explaining laundry operation. [3]
4. What are the advantages and disadvantages of an OFF premises laundry ? [4]