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Time : 2 Hours

ACCOMMODATION OPERATION

Subject Code

V	2	7	4
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Total No. of Questions : 5 (Printed Pages : 3)

Maximum Marks : 50

- INSTRUCTIONS** :
- (i) Answer Question No. 1 of each unit in 1 or 2 words.
 - (ii) Answer Question No. 2 of each unit in about 25-30 words.
 - (iii) Answer Question No. 3 of each unit in about 40-50 words.
 - (iv) Answer Question No. 4 of each unit in about 80-100 words.
 - (v) Answer each unit on a fresh page.
 - (vi) All questions are compulsory.
 - (vii) Write the number of the question and sub-question clearly.
 - (viii) Figures to the right indicate full marks.
 - (ix) Draw diagrams wherever specified.

Unit 1

1. (1.1) A system of charging, in which the check-out time is fixed, is called 1
- (1.2) Differentiate between the guest rooms given below : 2
 - (1) Penthouse and Lanai
 - (2) Twin room and Double room.
- (1.3) What are the conditions that make a Guest room as Under-Repair, Out of Order and Complimentary room ? 3
- (1.4) Explain any four Tariff plans. 4

Unit 2

2. (2.1) The process of locating guests in a specified area of the hotel is called 1
- (2.2) What service is provided under the term “Wake-up Call” in hotels ? 2
- (2.3) Why is it important for the front desk to exercise a strict control on room keys. 3
- (2.4) What is the procedure for Guest room change ? 4

Or

- (2.5) Explain the types of Guest complaints in reference to hotel. 4

Unit 3

3. (3.1) The register, in which the information of keys lost are entered, is called 1
- (3.2) Explain “Key card”. 2
- (3.3) Explain log book with a neat format. 3
- (3.4) Explain the following types of keys : 4
- (i) Emergency key
 - (ii) Master key
 - (iii) Grand Master key
 - (iv) Guest room key.

Unit 4

4. (4.1) The room which exist in close association with the linen room is known as 1
- (4.2) Differentiate between the Centralized and Decentralized linen room. 2
- (4.3) Draw a neat labelled layout of the linen and uniform room of a hotel. 3
- (4.4) Explain the Restaurant linen exchange procedure. 4
- Or*
- (4.5) Define Parstock and list its uses. 4

Unit 5

5. (5.1) Coin operated laundries usually found in motels are called 1
- (5.2) List any *four* Pressing Equipments. 2
- (5.3) Draw a flowchart explaining Laundry operation. 3
- (5.4) What are the advantages and disadvantages of Off-premises Laundries. 4