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Time : 2 Hours

**ACCOMMODATION
OPERATION**

Subject Code

V	4	2	7	4
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Total No. of Questions : 23 (Printed Pages : 4)

Maximum Marks : 50

- INSTRUCTIONS :**
- (i) There are four sections in the question paper (A, B, C & D) consisting of **23** questions.
 - (ii) In Section A there are *eight* questions of which Question Nos. **1** to **4** are Multiple Choice Questions, Question Nos. **5** and **6** are to be answered in *one* word or two words and Question Nos. **7 & 8** are to be answered in *one* sentence each.
 - (iii) Attempt *all* the questions however internal choice is given for Question Nos. **20 & 23**.
 - (iv) Figures to the right indicate marks allotted to each question.
 - (v) Write the number of each question clearly on the answer book.
 - (vi) Draw diagrams where specified.
 - (vii) Begin each question on a fresh page.

SECTION A

1. An efficiency room has an attached for guests preferring a longer duration of stay. 1
- Lobby
 - Garden
 - Kitchenette
 - Swimming pool

2. The size of a bed in a twin room is generally : 1
- 4.5 feet by 6 feet
 - 3 feet by 6 feet
 - 6.5 feet by 6 feet
 - 5.5 feet by 5 feet
3. The minimum linen and uniform required to meet the daily demands so as to ensure smooth operation is called 1
- Excess Stock
 - Extra Stock
 - Par Stock
 - Over Stock
4. The key that is designed to open a set of several locks is called the : 1
- Master Key
 - Guest Key
 - Supply Key
 - Floor Keys
5. The process of locating a guest in a specified area of the hotel is called 1
6. The housekeeping department's second largest expense is 1

7. What does efficient linen and laundry management ensure ? 1
8. What is meant by an on-site laundry ? 1

SECTION B

Answer the following questions in about **20** to **30** words :

9. State any **2** circumstances wherein a guest may want to change his/her room. 2
10. Describe in brief about a “Lanai”. 2
11. What is meant by the “maintenance register” ? 2
12. On what basis is the par stock of uniforms decided ? 2
13. State any **2** principles of stock taking. 2
14. What are laundermats ? 2

SECTION C

Answer the following questions in about **40** to **50** words :

15. Explain the Modified American Plan. 3
16. Write the full forms and definitions of the following room codes : 3
- (a) UR
- (b) DNCO
- (c) O/C
17. Explain the procedure of “surrender of locker”. 3

18. Draw a neat diagram of the “format of a sheet in a key control register” and explain about the same. 3
19. Write any **6** activities carried out in the linen and uniform room. 3
20. Explain about “washing and dry cleaning” in the cycle of laundry operation. 3

Or

State the disadvantages of off-site laundries.

SECTION D

Answer the following questions in about **80** words or more :

21. Explain in detail about the **4** types of laundry services offered to a guest. 4
22. What are the different types of guest complaints ? Explain in detail. 4
23. Explain any **8** guiding principles in the key control system. 4

Or

Write a short note on “key cards”.