

PAPER-ACCOMMODATION OPERATION MANAGEMENT  
**BBATH 303**

F.M-80

TIME: 3 HRS

**GROUP-A**

(Short answer type questions, attempt any six)

6x5=30

- 1.What is the importance of housekeeping department in hotel industry?
2. Briefly describe the responsibilities of housekeeping department.
- 3.Write a short note on various menu available in a hotel.
- 4.What is the difference between American plan and Modified American plan?
- 5.” House keeping is the backbone of hotel industry”-justify the statement.
- 6.Write a note on ‘Maid’s Cart’.
- 7.Briefly describe the process of bed making?
- 8.Discuss the linen exchange procedure.

**GROUP-C**

(Long answer type questions, any five)

5x10=50

- 1.Describe the duties and responsibilities of House keeping personnel.
- 2.What is scheduling? What parameters to be considered in time of scheduling?
- 3.Discuss the selection criteria of cleaning equipment.
4. Write a detail report of key control technique used in standard hospitality establishments. Show a format of a key control register.
- 5 Illustrate clean ready room inspection.
- 6.What are the duties and responsibilities of Laundry Manager?
- 7.What are the stages of washing process? Explain in brief.
- 8.Write down the standard cleaning procedure in brief?