



NP – 325

II Semester B.H.M. Examination, August/September 2023

(NEP)

HOTEL MANAGEMENT

HMC – 6 : Accommodation Operations – II

Time : 2½ Hours

Max. Marks : 60

Instructions : 1) Read the questions **carefully**.
2) Draw formats **wherever** necessary.
3) Number the answers **correctly**.

SECTION – A

Answer **any five** of the following sub-questions.

(5×2=10)

1. a) What are the four stages of guest cycle ?
b) Expand IATA.
c) Define Motel.
d) What is post-checkout service ?
e) What is meant by Turndown service ?
f) List out any two pest control service.
g) What is first aid ?

SECTION – B

Answer **any four** out of five questions.

(4×5=20)

2. Discuss any four stages of check in procedure.
3. Explain the daily cleaning of a room in hotels.
4. Elaborate the key housekeeping operations in hotels.
5. Discuss about loss and found procedure in housekeeping department.
6. Draw the layout of a Linen room.

P.T.O.



SECTION – C

Answer **any three** out of five questions.

(3×10=30)

7. Describe in detail about types, modes and sources of reservation.
 8. Explain about cleaning procedures and its types in housekeeping department.
 9. Difference between manual and electrical equipments in detail.
 10. Describe OSHA guidelines for workplace safety.
 11. Briefly explain about the first aid procedures and its common problem.
-