



NP – 444

**II Semester B.H.M. Examination, July/August 2024
(NEP Scheme)**

HOTEL MANAGEMENT

HMC – 6 : Accommodation Operations – II

Time : 2½ Hours

Max. Marks : 60

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

SECTION – A

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

(5×2=10)

1. a) Expand MICE.
b) Define motel and floatels.
c) Define efficiency room in hotel.
d) List out some of the contents of a first aid box.
e) Define lost and found.
f) What are the post checkout services/activities performed by front office cashier ?
g) Define Hygiene.

SECTION – B

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

(4×5=20)

2. Explain the steps involved in cleaning guest occupied room.
3. List out the various housekeeping functions in a hotel.
4. List out the roles and responsibilities of reservation associates and reservation manager (Minimum 5 points for each).

P.T.O.



5. How would you handle the following situation (**any 1**) :
- 1) Bomb threat
 - 2) Theft in guest room
 - 3) Fire in a hotel.
6. What is the procedure of Eco ? Draw the format of express check out.

SECTION – C

Answer **any 3** out of five questions.

(3×10=30)

7. Explain cleaning agents in housekeeping department.
8. What area guest expendables supplies and amenities ? Make a detailed list on :
 - a) Guest room supplies
 - b) Bathroom supplies.
9. "A well-structured safety protocol enhances productivity and staff morale" comment.
10. Write an article on "leveraging AI to transform the future of medical response" (First aid).
11. What precautions should the front desk cashier take, while accepting the following ?
 - a) Currency notes
 - b) BTC
 - c) Credit card/Debit card.