



NP – 409

I Semester B.H.M. Examination, February/March 2024

(F+R) (NEP)

HOTEL MANAGEMENT

HMC 5 : Accommodation Operations – I

Time : 2½ Hours

Max. Marks : 60

Instructions : 1) Read the **instructions** carefully.

2) Marks allotted to **each** Sections.

SECTION – A

1. Answer **any five** out of seven sub-questions.

(5×2=10)

- Define housekeeping.
- What is a Parlor Room ?
- Expand TAAI and AAI.
- Name any two Sections of Housekeeping depts.
- What is Rack Rate ?
- Expand DNCO and DND.
- Name the capital city of Finland and Sri Lanka.

SECTION – B

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

(4×5=20)

- How does front office co-ordinate with :
 - Housekeeping department.
 - Finance department.
 - HR and training department.
 - S and M department ?
- List out and explain different types of Tariff.
- Explain the functions of housekeeping department.
- Explain the factors that attract people to travel.

P.T.O.



6. Write short notes on :

- a) Laundry.
- b) Public area.

SECTION – C

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

(3×10=30)

- 7. Define Tourism. Explain types of tourism. Write the various components of tourism and elucidate.
 - 8. Explain any 10 types of room.
 - 9. Define Personality. Explain the duties and responsibilities of the following :
 - a) Guest Relation Executive.
 - b) Telephone Operator.
 - 10. Elucidate on the concept of alternative accommodations.
 - 11. Draw the organisation chart of 300 rooms hotel and explain the duties of :
 - a) EHK
 - b) Control desk supervisor
 - c) Floor supervisor
 - d) GRA's.
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