



NP – 413

III Semester B.H.M. Examination, February/March 2024
(NEP) (F + R)
HOTEL MANAGEMENT
HMC-15 : Accommodation Operations – III

Time : 2½ Hours

Max. Marks : 60

Instructions : 1) Read the instructions **carefully** and number the answer correctly.
2) Draw format **wherever** necessary.

SECTION – A

1. Answer **any five** out of seven sub-questions. **(5×2=10)**
- a) List any two responsibilities of night auditing.
 - b) What is the role of a house keeping supervisor ?
 - c) Define FO Accounting.
 - d) What is an Accommodation operation ?
 - e) What is European Plan ?
 - f) What is meant by Eco-friendly cleaning ?
 - g) How to handle water management in hotels ?

SECTION – B

Answer **any four** out of five questions. **(4×5=20)**

- 2. Discuss on folios with example.
- 3. What are the types of ledgers ? Explain it.
- 4. What is the role of house keeping supervisors in various sub departments ?
- 5. Write a short note on Linen supervisor and Uniform supervisor.
- 6. Describe the concept of eco-friendly practices in hotels.

P.T.O.



SECTION – C

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

(3×10=30)

7. Describe in detail about the types of accounts and vouchers.
 8. Explicate the role of house keeping supervisors and various attributes of a good house keeper.
 9. Discuss in detail about environment policy related to hotels.
 10. Discuss in detail about handling guest complaints with appropriate examples.
 11. Explain the various cleaning agents used in hotel types and its characteristics.
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