



NP – 420

I Semester B.H.M. Examination, January/February 2025
(NEP) (Repeaters)
HOTEL MANAGEMENT
HMC 5 : Accommodation Operation – I

Time : 2½ Hours

Max. Marks : 60

- Instructions :** 1) Read the **instruction** properly.
2) Draw chart wherever necessary.
3) Number the answer correctly.

SECTION – A

Answer **any five** of the following. **(5×2=10)**

1. a) Define Hotel.
- b) What is welfare catering ?
- c) What are non-core departments in a hotel ?
- d) Mention some responsibility of housekeeping control desk.
- e) What is bench mark in context to hotels updation ?
- f) What is hierarchy chart ?
- g) What is travel sector ?

SECTION – B

Answer **any 4** of the following. **(4×5=20)**

2. Explain front office department.
3. Write a short note on Concierge.
4. Mention five qualities of front office supervisor.
5. Mention any five hotel guest rooms.
6. Explain the mode of communication.



SECTION – C

Answer **any three** from the following.

($3 \times 10 = 30$)

7. Explain core and non-core areas of a hotel.
 8. Explain the classification of Hotel.
 9. Write a short note on :
 - 1) Laundry
 - 2) City Hotel
 - 3) Condominiums
 - 4) Boutique Hotel.
 10. Explain the organizational structure of front office department.
 11. What is the role of housekeeping in allied industry ?
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