



**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.

**P.T.O.**



SECTION – C

Answer **any three** from the following.

(3×10=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 ?
-