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End Semester Examination, December 2024
BHMCT – Ist Semester
ACCOMMODATION OPERATION (HOCT105)

Time: 2.5 hrs.

Max Marks: **50**

Note: *All Questions are compulsory. Marks are indicated against each question.*

PART-A

Q.1 (*Out of the seven questions, attempt any five.*)

2x5

- (a) Who is scanty baggage guest and a stay over guest in hotel? [CO-1] [L-1] **2**
- (b) What is turndown service which is provided by housekeeping department? [CO-1] [L-1] **2**
- (c) Mention two selection criteria for selecting cleaning equipment in a hotel? [CO-5] [L-3] **2**
- (d) What is the difference between the "Vacant & Clean" and "Occupied" room statuses? [CO-1] [L-2] **2**
- (e) What are the key attributes required for Front Office personnel? [CO-2] [L-2] **2**
- (f) What is the difference between the "Vacant & Clean" and "Occupied" room statuses? [CO-3] [L-2] **2**
- (g) Define tourism and explain its importance in the hospitality industry. [CO-1] [L-2] **2**

PART-B

(Answer all five questions. Each question offers a choice, so attempt any one from each pair.)

- Q.2** Explain the primary duties and responsibilities of a Laundry Manager within the hotel laundry department. [CO-4] [L-4] **10**

OR

Explain the general criteria for selecting cleaning agents in hotel housekeeping. Discuss the key factors a housekeeper must consider to ensure the right cleaning agent is chosen. [CO-2] [L-2] **10**

- Q.3** Describe the layout of the housekeeping department and explain how it facilitates a smooth workflow within the department. [CO-4] [L-3] **10**

OR

Explain the selection criteria for cleaning equipment in a hotel, highlighting the key factors that determine the efficiency and effectiveness of cleaning tools. [CO-1] [L-3] **10**

- Q.4** Design a tabular organizational structure for the housekeeping department in a large hotel. In addition, elaborate on the specific roles and duties of a tailor in the hotel laundry. [CO-4] [L-3] **10**

OR

Explain the role of personal attributes and personality traits of housekeeping personnel in enhancing the guest experience. Which qualities are most important for ensuring guest satisfaction? [CO-3] [L-2] **10**

- Q.5** Evaluate the key differences between a Time Share hotel and a Condominium hotel,

focusing on their ownership and operation models.

[CO-1] [L-5] **10**

OR

Explain the star classification of hotels in India, highlighting the differences between a 5 Deluxe and a 1 hotel.

[CO- 2] [L-2] **10**