

Roll No.

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Total No. of Pages : 02

Total No. of Questions : 18

MHMCT (2018 Onwards) (Sem.-1)
ACCOMODATION OPERATION-I
Subject Code : MHM-104-18
M.Code : 75146

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Explain briefly the following term :

Q1. Briefing

Q2. Control desk Q3. Duplex Q4.

Cabana Q5. What are cleaning

agents? Q6. What are abrasives?

Q7. What are floor sealers? Q8.

Silver dip Q9. Stain Q10. Define

Housekeeping.

SECTION-B

- Q11. Explain Lost and found procedure.
- Q12. Discuss the co-ordination of Housekeeping Department with Front office.
- Q13. Write a note on the use of eco friendly products in Housekeeping.
- Q14. Discuss the care, maintenance and storage of cleaning equipments.
- Q15. What are the points to be considered in the selection of cleaning agents?

SECTION-C

- Q16. Write a detailed note on the role of Housekeeping in Guest satisfaction and repeat Business.
- Q17. Discuss the care and cleaning of wall and floor covering.
- Q18. Discuss beds under the following headings :
- a) Construction
 - b) Types
 - c) Care and cleaning

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.