

No. of Printed Pages : 03

Roll No. ....

**B-553**

**B. H. M. EXAMINATION, May 2018**

(Second Semester)

(Main Only)

(BHM)

BHM106B

ACCOMODATION ACCOMATION AND  
FRONT OFFICE OPERATIONS  
FOUNDATIONS-II

*Time : 3 Hours]*

*[Maximum Marks : 75*

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Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

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**Note :** Attempt *Five* questions in all. Q. No. **1** in Section A is compulsory. Attempt any *four* questions from Section B, selecting *one* question from each Unit. Each question carries equal marks.

(3-46/3) M-B-553

**P.T.O.**

### **Section A**

1. Attempt any eight questions. Explain in brief : **5×3=15**

- (a) pH Scale
- (b) Guest Cycle
- (c) Paging
- (d) Group Reservation
- (e) Rack Folio
- (f) Maid Cart
- (g) European Plan.

### **Section B**

#### **Unit I**

2. What do you understand by Cleaning Agent ? Also discuss different types of Cleaning Agent in brief.
3. Discuss different types of surfaces and the process to make them clean in short.

**M-B-553**

**2**

### **Unit II**

4. Discuss the main duties and responsibilities of Housekeeping department in Large Hotel.
5. Explain the following :  
(a) Handling Lost and Found Articles  
(b) Inventory.

### **Unit III**

6. Discuss the main functions of the Front Office Department of a Large Hotel.
7. Discuss different types of Rooms and Tariff Plans in brief.

### **Unit IV**

8. Discuss the process of Cleaning of Occupied Guest Room.
9. Explain the following :  
(a) Turn Down Service  
(b) Guest Room Amenities.

**(3-46/4) M-B-553**

**3**

**30**