

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

Subject code: 123303

Subject Name: Accommodation Operations-I

Total Marks: 70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) Describe the quality of housekeeping staff. 07
(b) Explain in detail about inter department co-ordination between front office and house - keeping departments? 07
- Q.2** (a) Explain the importance of housekeeping department. 07
(b) Write down short note on Principles of equipment. 07

OR

- (b) What are the different categories of star hotels? 07

- Q.3** (a) Explain the various types of rooms available in a hotel. 07
(b) What is the role of an Executive Housekeeper in a hotel? 07

OR

- Q.3** (a) What are the duties and responsibilities of a Public Area Supervisor? 07
(b) Write short note on the Chamber Maid's Trolley. 07

- Q.4** (a) What are the two types of cleaning equipments? 07
(b) Write a short note on housekeeping check-list. 07

OR

- Q.4** (a) Explain the process of glass cleaning. 07
Q.4 (b) Draw the layout of corridor and floor pantry. 07

- Q.5** (a) Write a short account on various types of brushes in use for Cleaning. 07
(b) Give a brief description about the history of hotels. 07

OR

- Q.5** (a) Draw an organizational chart of the house keeping department in large size hotels. 07
(b) Draw the layout of house – keeping department in a five star hotel. 07
