

GUJARAT TECHNOLOGICAL UNIVERSITY**B. HMCT – SEMESTER – II • EXAMINATION – SUMMER • 2014****Subject Code: 123303****Date: 20-06-2014****Subject Name: Accommodation Operation-I****Time: 10.30 am - 01.00 pm****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) Classify Hotels on Behalf of Sizes, Star Categorization, Location and Plan. **07**
(b) Write Short Notes on:- **07**
a) Independent Hotels
b) Chain hotels
c) Franchise Hotels
- Q.2** (a) Explain in Brief minimum 10 different types of Rooms. **07**
(b) Write Meaning definition and importance of Housekeeping Department. **07**
OR
(b) Housekeeping is a backbone of hotels. Comment **07**
- Q.3** (a) Draw the Organizational Structure of Housekeeping Department of Hotel **07**
having more than 300 Rooms.
(b) Write in Brief Duties and Responsibilities of Executive Housekeeper. **07**
OR
- Q.3** (a) Explain Inter-departmental Co-ordination of Housekeeping with Various **07**
departments.
(b) Write Duties and Responsibilities of Floor Supervisor. **07**
- Q.4** (a) What is Checklist? Draw its formats and mentioned minimum 10 items. **07**
(b) Draw the Layout of Housekeeping department and explain its various Sub- **07**
sections.
OR
- Q.4** (a) Draw the Layout of Deluxe Room. **07**
(b) Briefly Explain minimum 10 different types of Rooms. **07**
- Q.5** (a) Classify different types of cleaning agents with their applications and Usages. **07**
(b) How to Remove the Stain of: **07**
a) Tea Coffee and Cocoa
b) Blood
c) Cosmetics
d) Ink
e) Wine
OR
- Q.5** (a) Classify different Cleaning equipments with their labeled diagram. **07**
(b) Write cleaning processes of different Surfaces:- **07**
a) Metal b) Wood c) Glass d) Ceramic
