

--	--	--	--	--

Time : 2 Hours

**ACCOMMODATION
OPERATION (CRM)**

Subject Code

V	5	2	7	4
---	---	---	---	---

Total No. of Questions : 25 (Printed Pages : 4)

Maximum Marks : 50

- INSTRUCTIONS :**
- (i) All questions are compulsory.
 - (ii) Write the question number of the corresponding answers clearly.
 - (iii) Figures to the right indicate full marks.
 - (iv) Question numbers 1 to 4 are Multiple Choice Questions. Rewrite the statements choosing the correct alternatives.
 - (v) Answer question numbers 5 to 8 in 1 or 2 words..
 - (vi) Answer question numbers 9 to 14 in about 30 words.
 - (vii) Answer question numbers 15 to 21 in about 50 words.
 - (viii) Answer question numbers 22 to 25 in about 100 words.
 - (ix) Internal choice between question numbers 15 and 16.
 - (x) Internal choice between question numbers 24 and 25.

1. What is the status of the room where no guest slept the previous night and which is not yet occupied ? 1
- Sleep out
 - Sleeper
 - Vacant
 - Vacant and ready

2. Which is the type of room that has space for a wheel chair to move easily ? 1
- Adjoining room
 - Accessible room
 - Efficiency room
 - Hospitality room
3. Record of newspapers received on a daily basis is maintained by 1
- Bell boy
 - Public Relations Office
 - Housekeeping control desk
 - Bell Captain
4. In case of a dead move during guest room change the room door is opened by 1
- Bell boy
 - Police
 - Room boy
 - Guest
5. Handling of guest luggage on arrival is called 1

6. The control desk attendant fills out the work order form on the basis of information contained in 1
7. Linen that is no longer suitable for use due to damage or stains is termed as 1
8. Name the type of laundry service provided to the guest within four hours from the collection time. 1
9. State the difference between twin room and Hollywood twin room. 2
10. What are the main physical features visible in most housekeeping control desk areas ? 2
11. Explain the uses of a key card. 2
12. State the importance of an emergency key. 2
13. Give examples of linen used in the food and beverage service area. 2
14. What is the role of a hotel laundry ? 2
15. Explain the procedure followed during issue of safe deposit locker. 3

Or

16. List the circumstances that initiate a guest room change. 3
17. Explain the basis of charging a guest for the room. 3
18. Explain the commonly used meal plans found on a tariff card. 3
19. State the functions of the Housekeeping control desk. 3

20. Name and explain the different types of pressing appliances used in the laundry. 3
21. What is the ideal location of the linen room ? 3
22. Explain the different types of guest complaints with an example of each. 4
23. List the advantages of on-site laundry. 4
24. Explain restaurant linen exchange procedure. 4

Or

25. Explain the importance of par stock. 4