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B.Sc. H.S. (Semester III) EXAMINATION, 2018

303 : ACCOMMODATION SERVICES

(2008 Pattern)

Time : 2 Hours

Maximum Marks : 40

N.B. :— (i) Answer any *two* from each section.

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

SECTION-I

1. (a) Explain the following terms (any *five*) : [5]
- (i) Linen coverage
 - (ii) Silver fish
 - (iii) Selvedge
 - (iv) Ikebana
 - (v) Hydro-extractor
 - (vi) Organic Solvent
 - (vii) Outsourcing.
- (b) Explain the characteristics of silk fibre. [3]
- (c) Write a short note on 'Safety of Guest Property'. [2]
2. Write short notes on any *four* : [10]
- (i) Pricing a contract
 - (ii) Cause, area of damage and control of cockroaches

P.T.O.

- (iii) Importance of security
 - (iv) Conditioning of plant material
 - (v) Discard management.
3. (a) What factors should you keep in mind while planning a linen room ? [5]
- (b) Differentiate between the Eastern & Western types of flower arrangements. [2]
- (c) Give the sizes of the following linen : [3]
- (i) Bath towel
 - (ii) Double bed sheet
 - (iii) Face towel.

SECTION-II

1. (a) Explain the following terms (any *five*) : [5]
- (i) Ledger
 - (ii) Late charges
 - (iii) No-show
 - (iv) Correction voucher
 - (v) Boutique hotel
 - (vi) M.A.P.
 - (vii) Murphy bed.
- (b) Draw a neat format of a 'Guest History Card' and explain its importance. [3]
- (c) Write a short note on 'Charge Privilege'. [2]
2. (a) Draw and explain the following reports : [6]
- (i) Daily report
 - (ii) Discrepancy report.
- (b) How will you handle a death in a guest room ? [4]

3. (a) Give the importance of the following vouchers : [5]

(i) VTL

(ii) Amenities voucher

(b) Caculate ARR for 7th July, 2012, using the following data : [5]

Types of room	Total no. of rooms	Rooms occupied on 7th July, 2012	Room rate (in Rs.)
Single room	40	24	3,000
Double room	60	36	6,000
Twin room	40	32	4,500
Suite	10	8	8,000