

Total No. of Questions—4]

[Total No. of Printed Pages—3

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**B.Sc. (Hospitality Studies) (Second Year) (First Semester)
EXAMINATION, 2017**

**HS-203 : ACCOMMODATION TECHNIQUES
(2016 PATTERN)**

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All questions carry equal marks.*

(ii) *Draw suitable diagrams wherever necessary.*

1. Answer the following in *one* line each (any *ten*) : [10]

- (i) Par stock
- (ii) Valet service
- (iii) Size of DBS
- (iv) Dry cleaning
- (v) Ikebana
- (vi) First aid box
- (vii) Ledger
- (viii) Understay
- (ix) Allowance Voucher
- (x) Floor limit
- (xi) GHC
- (xii) GRE.

P.T.O.

- 2. Explain in brief (any *two*) :** [2×5=10]
- (i) Write down the advantages and disadvantages of contract cleaning.
 - (ii) Draw a layout of a In-house laundry in 5 star hotel.
 - (iii) Write short notes on :
 - (a) Safety of Hotel property
 - (b) Pricing a contract.
- 3. Explain in brief (any *two*) :** [2×5=10]
- (i) Draw the following format :
 - (a) Daily Report
 - (b) Discrepancy Report.
 - (ii) Write short notes on :
 - (a) Credit Monitoring
 - (b) Cash sheet.
 - (iii) Explain the complaint handling procedure followed in hotels.
- 4. Solve any *five* questions :** [5×2=10]
- (i) Write down the preventive measure for the control of flies and bedbugs in the hotel.
 - (ii) What is the classification of linen ?
 - (iii) Explain the importance of flower arrangement in hotels.

- (iv) Give the formulae for :
 - (a) ARR
 - (b) Rev PAR.
- (v) What are the different records maintained at Hospitality Desk ?
- (vi) Write down the semi-automated record keeping system used at front office.