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Total No. of Questions: $5 \quad$ (Printed Pages: 2)
Maximum Marks : 50

INSTRUCTIONS : 1) Answer question 1 of each Unit in 1-2 words.
2) Answer question 2 of each Unit in about 20 words.
3) Answer question $\mathbf{3}$ of each Unit in about 40 words.
4) Answer question $\mathbf{4}$ of each Unit in about $\mathbf{8 0}$ words.
5) Answer each Unit on a fresh page.
6) All questions are compulsory.
7) Write the No. of the questions and sub questions clearly.
8) Figure to the right indicate full marks.
9) Draw diagrams wherever specified.

## Unit 1

1. A room which has two single beds meant for double occupancy is called $\qquad$
2. Explain with an example the check-in check-out system used in fixing the charges for the guest rooms.
3. What does the term Sleeper, Sleep out and Skipper denote with reference to hotel guest room status.
4. Explain the below listed tariff plans.
a) Modified American Plan
b) European Plan
c) American Plan
d) Continental Plan.

## Unit 2

1. Locating a guest in a specified area of the hotel is termed as ___ [1]
2. Explain attitudinal and service related guest complains.
3. Why is strict control exercised on guest room keys?
4. What is the procedure followed while issuing a locker to the guest ?

OR
4. What are the reasons for a guest room change ?

## Unit 3

1. A key which can open all rooms of the hotel even those that are double locked
is called
[1]
2. How are key-cards used in the hotels?
3. Explain with a neat format the register used for missing property in the
housekeeping department of a hotel.
4. What are the considerations to be followed while setting the lost and found department?

## Unit 4

1. A system in which each pantry maintains its own par stock of room linen is
called
2. List the importance of Par Stock (4 points).
3. Draw a neat labeled layout of the linen and uniform room of a hotel.
4. What is the procedure followed while exchanging room linen ?

OR
4. What are four phases of linen control followed in the hotel ?

## Unit 5

1. Guest laundry service delivered within four hours of collection is termed $\qquad$
2. List the laundering equipments used in a laundry.
3. Draw a flow chart explaining laundry operation.
4. What are the advantages and disadvantages of an OFF premises laundry ?
