2018 VI 13	1430	Seat No. :	
Time : 2 Hours	ACCOMMODATIO	N OPERATION (New Syllab	us)
	Subject Code		
	V 2 7 4		
Total No. of Questions : 5	(Printed Pages : 2	?) Maximum Marks :	50
INSTRUCTIONS : 1) Answe	er question 1 of each	Unit in 1-2 words.	
2) Answe	er question 2 of each	Unit in about 20 words.	
3) Answe	er question 3 of each	Unit in about 40 words.	
4) Answe	er question 4 of each	Unit in about 80 words.	
5) Answe	er each Unit on a fre s	sh page.	
6) All qu	estions are compuls	ory.	
,	•	ons and sub questions clearly .	
, -	to the right indicate		
9) Draw (diagrams wherever s	specified.	
	Unit 1		
1. A room which has two sing	le beds meant for do	ouble occupancy is	
called			[1]
2 Explain with an example the	check-in check-out sy	/stem used in fixing the charges	
for the guest rooms.			[2]
		an an dan ata with water and the	
3. What does the term Sleepe	er, Sleep out and Skij	pper denote with reference to	[0]
hotel guest room status.			[3]
4. Explain the below listed tai	riff plans.		[4]
a) Modified American Plar	1		
b) European Plan			
c) American Plan			
d) Continental Plan.			

rea of the hotel is termed as	[1]	
2. Explain attitudinal and service related guest complains.		
n guest room keys ?	[3]	
vhile issuing a locker to the guest ?	[4]	
room change ?	[4]	
Unit 3		
of the hotel even those that are double locked	[1]	
otels ?	[2]	
gister used for missing property in the	[3]	
otel.	r~1	
otel. e followed while setting the lost and found	[4]	
e followed while setting the lost and found		
e followed while setting the lost and found Unit 4	[4]	
e followed while setting the lost and found Unit 4 naintains its own par stock of room linen is	[4] [1]	
e followed while setting the lost and found Unit 4 naintains its own par stock of room linen is (4 points).	[4] [1] [2]	
e followed while setting the lost and found Unit 4 naintains its own par stock of room linen is (4 points). e linen and uniform room of a hotel.	[4] [1] [2] [3]	
e followed while setting the lost and found Unit 4 naintains its own par stock of room linen is (4 points). e linen and uniform room of a hotel. while exchanging room linen ?	[4] [1] [2] [3] [4]	
e followed while setting the lost and found Unit 4 haintains its own par stock of room linen is (4 points). e linen and uniform room of a hotel. while exchanging room linen ? Introl followed in the hotel ?	[4] [1] [2] [3] [4]	
e followed while setting the lost and found Unit 4 haintains its own par stock of room linen is (4 points). e linen and uniform room of a hotel. while exchanging room linen ? Introl followed in the hotel ? Unit 5	[4] [1] [2] [3] [4] [4]	
e followed while setting the lost and found Unit 4 maintains its own par stock of room linen is (4 points). e linen and uniform room of a hotel. while exchanging room linen ? Introl followed in the hotel ? Unit 5 within four hours of collection is	[4] [1] [2] [3] [4] [4]	
	lated guest complains. a guest room keys ? /hile issuing a locker to the guest ? room change ? Unit 3 of the hotel even those that are double locked	