

K-303

Total Pages : 3

Roll No. -----

BHM-203T

Accommodation & Front Office Foundation-II

Bachelor of Hotel Management (BHM)

2nd Semester Examination 2023-24

Time: 2:00 Hours

Max. Marks: 35

Note : This paper is of Thirty Five (35) marks divided into (02) Section A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answers to the to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

Section-A

(Long Answer Type Questions)

Note : Section 'A' contain Five (05) long-answer-type question of Nine and Half (9½) marks each. Learners are required to answer any two (02) questions only.

[2x9½=19]

P.T.O.

K-303

- Q.1. What are the key steps involved in the process of making a hotel reservation? Provide a detailed explanation of each step.
- Q.2. What factor should be considered when determining room tariffs in hotels?
- Q.3. Explain the importance of having a clear policy and procedure for handling lost and found items in a hotel. How does this contribute to guest satisfaction and operational efficiency?
- Q.4. What are the essential types of cleaning equipment used in hotel housekeeping and how does each contribute to maintaining cleanliness and hygiene standards?
- Q.5. What is the primary purpose of a maid's cart in hotel cleaning, and how does it contribute to the efficiency of housekeeping operations.

Section-B

(Short Answer Type Questions)

Note : Section 'B' contain Eight (08) short-answer-type question of four (04) marks each. Learners are required to answer any four (04) questions only.

[4x4=16]

- Q.1. Explain the step-by-step cleaning procedure of the checkout room.
- Q.2. What is the importance of coordination? How does housekeeping coordinate with the front office?
- Q.3. What is the importance of maintaining an accurate inventory of housekeeping items in a hotel?
- Q.4. Write a short note on spring cleaning.
- Q.5. What are the primary function of the front desk in a hotel? How does it serve as the nerve center for hotel operations?
- Q.6. Explain briefly the protective finishes applied to metals.
- Q.7. Why housekeeping control desk is called the nerve center of the housekeeping department? Discuss the importance and function of the control desk.
- Q.8. Write a note on housekeeping day.
