Reg No.:	Name:
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## APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

First Semester BHMCT Degree Regular and Supplementary Examination December 2022

## **Course Code: ACOT101**

## Course Name: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS

Max.	Marks: 100		Duration: 3	Hours		
		PART A				
		Answer all questions, each carries 1 marks.		Mark		
1		_ is an operational department in a hotel, which is resp	ponsible for			
	cleanliness,	maintenance, aesthetic upkeep of rooms, public areas, bac	ck areas and	(1)		
	the surround	lings'.				
2		glass is made by heating the glass to high temperatu	re and then	(1)		
	Cooling it ra	apidly.		(1)		
3		register is the part of key security system to be follows:	owed by the			
	housekeepir	ng department?		(1)		
4	•	is an area where all work regarding stitching, i	mending of			
	uniforms an		C	(1)		
5		It is used to record all the important information	n regarding			
3		room and messages to be forwarded to the next shift.	i regarding	(1)		
6		ū l		(1)		
6		is a revolving drum with a safety shield.	1 6 1 16	(1)		
7		resist boiling, chipping & scratching, and are use	d for knife	(1)		
	handles in p	articular?				
8		report is completed to indicate the status of each roo	om, whether	(1)		
	vacant, occi	upied or out of order.?		(-)		
9	A guest roo	om where guest has departed and room is for cleaning i	is known as	(1)		
		?		(1)		
10		is a central depot for all hotel linen and the place	from where	(1)		
	clean linen	is distributed?		(1)		
		PART B				
		Answer all questions, each carries 2 marks.				
11	Explain any	two qualities required by housekeeping staff?		(2)		
12	Who is the	gardener?		(2)		

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14 What is maintenance register? (2) 15 What is the use of computer in housekeeping department? (2) 16 What are the main aims of housekeeping department? (2) 17 Give two examples of mechanical equipment? (2) 18 What is cloak room? (2) 19 Expand EPNS? (2) 20 What do you mean by Dirty Dozen? (2) 21 What are the personal attributes required by housekeeping staff? (5) 22 What is spring cleaning? What is the procedure involved in spring cleaning? (5) 23 What is the interdepartmental relationship between housekeeping and stores? (5) 24 Explain the storage methods for cleaning agent? (5) 25 What is the procedure for storing cleaning equipments in hotel? (5) 26 What are the eco friendly products used in housekeeping department? (5) 27 What is the protective treatment for woods surfaces in hotel? (5) 28 What are the advantages of using plastic in hotel industry? (5) 29 What are the advantages of using plastic in hotel industry? (5) 29 PART D  Answer any three questions, each carries 10 marks. 29 Classify cleaning agents used in housekeeping department? (10) 30 Explain the layout of housekeeping department of a large hotel? (10) 31 Explain the interdepartmental relationship of housekeeping with front office and security department? (10) 32 What are the types of maintenance in hotel industry? (10) 33 What are the types of maintenance in hotel industry? (10) 34 What are the types of cleaning equipments used in housekeeping department? (10) 35 What are the types of maintenance in hotel industry? (10)	13	What is a metal polish?	(2)
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Treation of the state of			(10)
Explain the lost and found procedure in hotel? (10)	35		(10)
What are the factors to be looked while Selection of Cleaning Equipment? (10)			

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