



AJEENKYA

D Y PATIL UNIVERSITY

End Term Examination (December 2019)

School: School of Hotel Management

Program: BHM

Course: Accommodation Operations-1

Course Code: HOM 106

Semester: I

Max Marks: 50

Duration (mins): 120 min

Note: 1. Figures to the right indicates full marks.

Q 1 Answer the Following Any 3 (15 Marks)

Q.1.A. Explain Use, care, storage and labelling of cleaning agents

Q.1.B Explain any 8 types of Guest Rooms

Q.1.C Explain interdepartmental communication between front office and Food & Beverage service

Q.1.D Explain classification of hotel on basis of size

Q 2. Explain the term (Any 10 out of 13)
(10 Marks)

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|----------------|--------------------|---------------|---------------|----|
| 1. Single room | 2. Quad room | 3. Dental kit | 4. Sani bin | |
| 5. Medikit | 6. GRA | 7. O | 8. Lanai Room | 9. |
| Duet | 10. Scanty Baggage | 11. R6 | 12. Hollywood | |
| Twin Room | 13. VD | | | |

Q 3. Answer the Following Any 3 (15 Marks)

Q.3.A. Explain any 3 types of Meal Plan

Q.3.B. Explain star classification of hotels

Q.3.C. Enlist types of keys and explain any 2

Q.3.D. Explain 4 phase in Guest Cycle

Q.4. Answer the following Any 2 (10 Marks)

Q.4.A. Draw classification chart on cleaning equipment's

Q.4.B. Draw Hierarchy chart of front office department of large hotel

Q.4.C. Draw layout of front office department.