



# AJEENKYA

## D Y PATIL UNIVERSITY

### End Term Examinations (December 2018)

School: School of Hotel Management

Program: Bachelor of Hotel Management

Course: Accommodation Operations-I

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 2) (10 Marks)

1. Explain Personality traits of Hospitality Personnel
2. Explain any 5 types of Guest Rooms
3. **Explain Cleaning equipment's** with its types and storage procedure

Q 2. Explain the term with one example (Any 10) (10 Marks)

- |              |               |               |            |                    |
|--------------|---------------|---------------|------------|--------------------|
| 1. Rack Rate | 2. Upholstery | 3. Dental kit | 4. Floatel | 5. Medikit         |
| 6. GRA       | 7. Transient  | 8. Sani bin   | 9. VL      | 10. Scanty Baggage |
| 11. WC       | 12. DND       | 13. VD        |            |                    |

Q 3. Answer the Following (Any 2) (10 Marks)

1. Draw Organization Chart of Front office Department of large Hotel
2. Draw Organization chart of Housekeeping Department of Large Hotel
3. Explain guest cycle

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

1. Explain Roles and Responsibilities of Front office Manager
2. Explain standard classification of hotel.
3. Define Control desk supervisor and its functions

Q 5. Draw any 5 formats of forms maintained by Control Desk supervisor (10 Marks)  
OR

Q.5. Answer the Following (10 Marks)

1. Explain all Food Meal Plan.
2. Explain Classification of Hotel on basis of size.