

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/CC303/2025/BHMCT_SEM3

SYBHMCT (Third Semester) Examination, 2025
CC303 - ACCOMMODATION OPERATIONS - II
(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- | | |
|-----------------------------|-------|
| A) VIP Room Inspection | [2] |
| B) On-Premise Laundry (OPL) | [2] |
| C) Discard Management | [2] |
| D) Contract Cleaning | [2] |
| E) Departure Notification | [2] |
- Q2. A) Explain the role of a housekeeping supervisor in a hotel. [5]
B) Draw and explain the flow chart of guest laundry handling. [5]
- Q3. A) Write down the procedure for issuing and exchanging uniforms. Evaluate the importance of proper linen storage. [5]
B) Discuss the advantages and disadvantages of contract cleaning. [5]
- Q4. A) Describe the step by step departure procedure in a fully automated system. [5]
B) List different methods of bill settlement. Write a note on late check out. [5]
- Q5. A) Explain the process of credit settlement using a Travel Agent voucher. [5]
B) Mention three storage conditions required for linen. Name any two types of linen used in guest rooms. [5]
- Q6. A) What do you mean by Dirty Dozen in housekeeping? Write any two qualities of a good housekeeping supervisor. [5]
B) What is stain removal? Name any two laundry equipment used in hotels. [5]
- Q7. A) Define Express Checkout. Name any two post-departure courtesy services. [5]
B) Explain the term No-Show. What do you understand by Overstay and Understay? [5]