

Seat No:

[0607]/HSMM232/2026/BSCHS_SEM3

(BSCHS_SEM3) Examination, 2026
HSMM232 – Accommodation Operation I
(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- | | |
|---------------------|-------|
| A) Dirty Dozen | [1] |
| B) Late charges | [1] |
| C) Rodents | [1] |
| D) Express Checkout | [1] |
| E) GSTS | [1] |

Q2. Write step by step departure procedure for a Group. [5]

Q3. Explain the specific functions of Floor Supervisor. [5]

Q4. Discuss the types of fire and fire extinguishers. [5]

Q5. Write a short note on the role of Concierge in Hotels. [5]

Q6. Enlist types of complaints in Hotel operations and mention the process of complaint handling. [5]

Q7. List pests and Suggest control measures for any two pest. [5]
