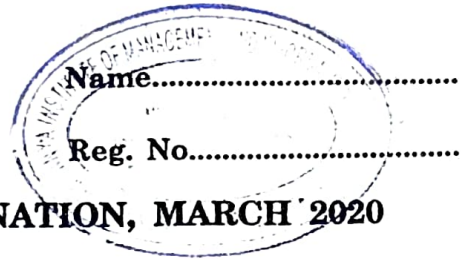


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**SIXTH SEMESTER B.A./B.Sc. DEGREE EXAMINATION, MARCH 2020**  
(CUCBCSS—UG)

**Hotel Management and Catering Science**  
**BSH 6B 10—ACCOMMODATION MANAGEMENT**  
(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

I. Answer *all* questions and choose the correct answer from the options given below, each question carries 1 mark.

- 1 A \_\_\_\_\_ is laid over the table cloth, usually diagonally, to protect it from spills and stains.
  - (a) Napery.
  - (b) Naperon.
  - (c) Damask.
- 2 Flower room should always be \_\_\_\_\_.
  - (a) At normal room temperature.
  - (b) At freezing temperature.
  - (c) Airconditioned.
- 3 \_\_\_\_\_ are also called counter panes.
  - (a) Bedspreads.
  - (b) Duvet.
  - (c) Mattress protector.
- 4 Complaints deal with equipment problems within the hotel is \_\_\_\_\_.
  - (a) Attitudinal complaint.
  - (b) Mechanical complaint.
  - (c) Common complaint.
- 5 \_\_\_\_\_ is also referred to as 'oasis fix'.
  - (a) Adhesive clay.
  - (b) Setting clay.
  - (c) Adhesive tape.

Turn over

- 6 The size, form, colour, and texture of an object is \_\_\_\_\_.
- (a) Texture. (b) Decorative design.  
(c) Structural design.
- 7 A continuous wall paneling that extends from the floor to halfway up the wall is called a \_\_\_\_\_.
- (a) Wainscoat. (b) Dado.  
(c) Wall protector.
- 8 The number of purchase units that must always be on hand in cases of emergencies is \_\_\_\_\_.
- (a) Parstock. (b) Minimum inventory level.  
(c) Safety stock level.
- 9 Reducing pest numbers or damage to an acceptable level.
- (a) Prevention. (b) Suppression.  
(c) Eradication.
- 10 A conscious business decision to move internal work to an external provider.
- (a) Contract. (b) Outsourcing.  
(c) Agreement.

(10 × 1 = 10 marks)

II. Write any *six* short answer questions, each question carries 2 marks :

- 11 What are absorbed stains ?
- 12 What is known as recycled inventory ?
- 13 Define pest.
- 14 What is the term ukibana ?
- 15 What is the term lead time quantity ?
- 16 What is the term 'kenzan' ?.

- 17 What is an inventory ?
- 18 What is saponification ?
- 19 What is known as bio-degradable ?
- 20 What is linen chute ?

(8 × 2 = 16 marks)

III. Write any *six* short essay questions, each question carries 4 marks :

- 21 Briefly explain about SOP.
- 22 How to remove the tea, coffee, cocoa stains form the fabric.
- 23 Explain the role of a supervisor in the functioning of a housekeeping department.
- 24 Explain the discard procedure for linen.
- 25 List out the basic equipments required for the flower arrangement.
- 26 Explain the planning provisions to be made on Lobby.
- 27 Briefly explain the procedures for issue and exchange of uniforms.
- 28 How the hotel is recycling the various forms of waste generated by them? Explain.

(6 × 4 = 24 marks)

IV. Write any *two* essay questions, each question carries 15 marks :

- 29 Explain the laundry flow process in detail.
- 30 Explain the advantages and disadvantages of outsourcing.
- 31 Explain the control procedures of various types of pest?

(2 × 15 = 30 marks)

