

Seat No.: \_\_\_\_\_

Enrolment No. \_\_\_\_\_

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**BHMCT SEMESTER- 2 • EXAMINATION – SUMMER-2017**

**Subject Code:123303**

**Date: 29/05/2017**

**Subject Name: Accommodation Operations-I**

**Time: 10.30AM to 01.00PM**

**Total Marks: 70**

**Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) Classify Hotels on behalf of Service and Facilities being provided. **07**  
(b) What is difference between Time share and Condominium Hotels? **07**
- Q.2** (a) Differentiate independent Hotels and contract management Hotels. **07**  
(b) Explain different types of Hotels. **07**
- OR**
- (b) Explain importance of Housekeeping. **07**
- Q.3** (a) Draw organizational structure of Housekeeping department of a Hotel having More than 300 Rooms. **07**  
(b) Write down the duties and responsibilities of Executive Housekeeper. **07**
- OR**
- Q.3** (a) Write down the duties and responsibilities of Floor supervisor. **07**  
(b) Write Job Specification of Public Area Supervisor. **07**
- Q.4** (a) Explain interdepartmental co-ordination of Housekeeping with various departments. **07**  
(b) Draw the layout of Housekeeping Departments. **07**
- OR**
- Q.4** (a) Write down the role of Control Desk. **07**  
(b) Explain step by step Process of handling Lost and Found items. **07**
- Q.5** (a) Draw the Layout of deluxe Room. **07**  
(b) Write different types of cleaning equipments used in Housekeeping departments. **07**
- OR**
- Q.5** (a) Explain care and cleaning process of different wall and Floor finishes. **07**  
(b) Explain different types of cleaning agents used in Hotels. **07**
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