

## **DW-010-0046004** Seat No. \_\_\_\_\_

## Third Year Bachelor of Hotel & Tourism Management (Sem. VI) Examination

April - 2022

## 6.4 : Accommodation Operations Management-I

(New Course)

Faculty Code : 010 Subject Code : 0046004		
Time: 3 Hours] [Total Marks		
Instructions	<ul> <li>(1) Questions 1 &amp; 2 are compulsory.</li> <li>(2) Attempt any three questions from Question-3 to Question-7</li> <li>(3) The marks are indicate in front of the questions.</li> </ul>	
1 Do as Di (a) Fill (i)	rected: 07+07=14 in the blanks. lighting is often provided by traditional pendant type fixtures, down lights, chandeliers, or ceiling mounted fixtures etc.	
(ii)	A window is a vented barrier provided in a wall opening to admit and into the structure and also to give outside view.	
(iii)	Floor surfaces are divided into two typesand	
(iv)	is designed to help us see our way safely.	
(v)	Window screens are commonly called asor	
(vi)	Glass curtain are also calledorcurtains are made of cotton or polyester.	
(vii)	used for detail cleaning especially removing little marks and dribbles.	

	(b) Expand the following acronyms:
	(i) CFL (ii) MICE
	(iii) PCO (iv) LED
	(v) DOSM (vi) SMERF
	(vii) PEO
2	Do as directed : <b>08+06=14</b>
	(a) Write short notes on any <b>02</b> from the <b>(2×4=8)</b>
	following:
	(i) Training
	(ii) SMERF
	(iii) Advantages of E-mail and social media in Marketing.
	(iv) Bleeding of colours.
	(b) Write short notes on any $02$ from the $(2\times3=6)$
	following:
	(i) Soft flooring and its uses.
	(ii) Tools needed to clean window.
	(iii) Advantages and disadvantages of Artificial lights.
	(iv) Draw the colour wheel and name all the colour sections.
3	Explain the Off the Job Training Method and also explain 14
9	five steps of cleaning process.
	nve steps of creaming process.
4	Do as directed : <b>07+07=14</b>
	(a) Explain the sales contract with an example template of sales contract in your own words.
	(b) Explain the characteristics and use of different fibres.
5	With the help of neat table, explain the floor care and 14
	cleaning agents. Also explain any 04 window blinds.

- 6 Explain different types of lighting used in various areas 14 of hotel. Also explain colour psychology with the at least 03 colour examples along with Emotions associated with that colour.
- 7 Describe the following terms in detail: 2×7=14
  - (1) Stimulation Exercise.
  - (2) MICE