



- (b) Expand the following acronyms :
- (i) CFL      (ii) MICE
  - (iii) PCO     (iv) LED
  - (v) DOSM    (vi) SMERF
  - (vii) PEO

**2** Do as directed : **08+06=14**

(a) Write short notes on any **02** from the **(2×4=8)**  
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 **(2×3=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**  
five steps of cleaning process.

**4** Do as directed : **07+07=14**

- (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 of hotel. Also explain colour psychology with the at least 03 colour examples along with Emotions associated with that colour. **14**

**7** Describe the following terms in detail : **2×7=14**

(1) Stimulation Exercise.

(2) MICE

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