



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)  
उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

MASTER OF HOTEL MANAGEMENT (MHM-11)

Assignment

Last Date of Submission: 15 Jan 2015

Course Title: Accommodation and Leisure Management

Course Code: MHM - 104

Session: 2014-15 Summer

Maximum Marks: 20

Section 'A' contains 08 short answer type questions of 2<sup>1/2</sup> marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

- (1) Control Desk
- (2) Dry cleaning
- (3) Linen room and equipments
- (4) Public area cleaning
- (5) Describe the various sections of housekeeping departments
- (6) What are the basic principles of design
- (7) Selection of cleaning equipments
- (8) Discuss the importance of training in hotel management

Section 'B' contains 04 long answer-type questions of 5 marks each. Learners are required to answer 02 questions only. Answers of long answer-type questions must be restricted to 1000 words approximately.

Discuss the following in detail:

- (1) Types of flower arrangement
- (2) Discuss the laundry cycle
- (3) Various stains and their removal
- (4) What do you mean by cleaning room? Explain in detail the steps of cleaning a guest room