



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

MASTER OF HOTEL MANAGEMENT (MHM-11)

ASSIGNMENT

*Last Date of Submission: 15 Jan, 2012*

Course Title: Accommodation and Leisure Management  
Year: 2011-12 (Summer)

Course Code: MHM – 104  
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) What are the duties and responsibilities of a public area supervisor?
- (2) Describe the various sections of the housekeeping department.
- (3) Describe the rules for purchase of linen.
- (4) Discuss the general rules to remove stains.
- (5) Discuss the importance of training in hotel management.
- (6) Write some tips on the inventory control process in the housekeeping department.
- (7) What are the basic stain removing agents?
- (8) What are the basic principles of design?

Section 'B' contains 04 long answer-type questions of 5 marks each. Learners are required to answer 02 questions only.

- (1) List the various forms used in the housekeeping department with diagram
- (2) What are the basic do's and don'ts for fire safety in the hotel.
- (3) What is the basic first aid that a hotelier must be aware of.
- (4) Discuss the laundry cycle.