



SCHOOL OF TOURISM, HOSPITALITY AND HOTEL ADMINISTRATION

UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

**MASTER OF HOTEL MANAGEMENT
ASSIGNMENT**

Last Date of Submission: 15th January 2016

**Course Title: Accommodation and Leisure Management
Year: 2015-16**

**Course Code: MHM – 104
Maximum Marks: 20**

SECTION A

This section contains 08 short answer type questions of 2^{1/2} marks each. Learners are required to answer any 04 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

- 1. Define housekeeping? Explain its importance for hotel.**
- 2. What duty roaster? Prepare the duty roaster of housekeeping department of a three star hotel.**
- 3. Draw the layout of housekeeping department of a five star hotel.**
- 4. What is linen control? Explain.**
- 5. What is par stock? How par stock is calculated?**
- 6. Write a note on 'Laundry Cycle'.**
- 7. Explain the principles of flower arrangement.**
- 8. Write a note on 'Spring Cleaning'.**

SECTION B

This section contains 04 long answer-type questions of 5 marks each. Learners are required to answer any 02 questions only. Answers of long answer-type questions must be restricted to 750 words approximately.

- 1. Explain the procedure of handling complaints.**
- 2. List the various machines and equipments you may find in a laundry. Briefly explain each of them.**
- 3. Control desk is nerve center of Housekeeping department. Explain with example.**
- 4. What is fiber? What are the different types of fibers? Explain each with suitable examples.**