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Sl. No.....

Form No. Ex- 8

Particulars about the candidate and the subject are checked thoroughly and corrected where necessary.



CENTRE ROLL:.....

Invigilator

Seal & Signature of Officer-in-Charge

KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY

Diploma Examination-2012 (DHM)

Paper - II : Resort and Hotel Management

Enrolment Number grid

Enrolment Number.

INSTRUCTIONS TO CANDIDATES

- 1. This booklet contains..... Pages numbering.....
2. An Examinee is allowed to bring only Admission Card and Identity Card to the Examination Hall. Any Examinee found in possession of loose papers, books etc. is liable to be Expelled.
3. Enrolment No. and Medium of answer must be written legibly at the specified places. Examinee's name and any other identifying mark which reveals examinees identity shall not be written anywhere in the script.
4. For Making calculations, only the last page provided for rough work shall be used.
5. No pages of the script be torn out .
6. Calculators will not be allowed for making calculations in the examination hall. MOBILE PHONES are strictly prohibited in the examination Centre.
7. No candidate will be allowed to leave or go out of the hall during the First hour of the Examination.
8. A candidate having completed his/her answer, the script must be handed over, to an invigilator before leaving the hall.
9. Contravention of any of the instructions mentioned above shall render a candidate liable for disciplinary action as per regulations of the University.

Table with 2 columns: Question No., Marks. Includes a Total= row at the bottom.

Examiner's Signature

Scrutiniser's Signature Head Examiner's Signature:

Diploma Examination-2012
DIPLOMA IN HOTEL MANAGEMENT
Paper - II : Resort and Hotel Management

Full marks : 80

Time : 3 hrs.

Q. 1. Answer the following questions :

2×5=10

- (a) Compare Hotel with Motel.
- (b) What do you mean by house-keeping?
- (c) What is Crockery?
- (d) Define Menu.
- (e) What is 'Night Audit'.

- Q.2. Answer the following questions (any three) : 4×3=12
- (a) Discuss the various forms of food services. 4
 - (b) Discuss the 'Boiling' and 'Steaming' method of cooking. 2+2=4
 - (c) What do you mean by 'Menu Planning'? 4
 - (d) Discuss the various types of resort. 4

Q.3. Answer the following questions (any three) :

6×3=18

(a) Discuss the duties and responsibilities of Night Auditor. 6

(b) What are the different methods of settling guest bill? Discuss any three.

2+2+2=6

(c) Discuss any three qualities of house-keeping staff.

2+2+2=6

(d) What do you mean by linen and linen room management?

2+4=6

Q.4. Answer the following questions (any four)

10×4=40

- (a) Suppose you are a 'house keeper' in house-keeping department of a hotel, explain how will you clean a room and make a bed for that room. 5+5=10
- (b) What is the importance of front office for a hotel and also discuss the various sections of front office. 5+5=10
- (c) Write down the guest arrival and departure procedure of bell desk. 10
- (d) What are the food plans that are available in star category hotel? Explain. 10
- (e) Explain the need for room reservation and the different modes and systems of room reservation. 6+4=10
- (f) Discuss any five types of food and beverage outlets. 10