

19. Write notes on :

- (a) Specifications of bath linen and their selection factors. (5 marks)
- (b) Issue of linen to floor and departments. (5 marks)

20. What is floor pantry? Explain about its location and functions.

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12UHMA01

(For the candidates admitted from 2012–2013 onwards)

B.Sc. DEGREE EXAMINATION, APRIL/MAY 2018.

First Semester

Hotel Management and Catering Science

Allied – ACCOMMODATION OPERATION – I

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Who is control desk supervisor?
2. What do you mean by valet?
3. Give any four examples for mechanical cleaning equipments.
4. What is pent house?
5. What is turn down service?
6. What is spring cleaning?
7. What is recycling of linen?

8. Give any four examples for table linen.
9. Give any four examples for contents of room maid's trolley.
10. What is room discrepancy report?

PART B — (5 × 5 = 25 marks)

Answer ALL questions by choosing either (a) or (b).

11. (a) Mention the importance of house keeping department in a hotel.

Or

- (b) Mention the duties and responsibilities of floor supervisor.

12. (a) What are detergents? Mention their selection factors.

Or

- (b) Write notes on rules to be observed in guest floor.

13. (a) Mention the selection criteria for guest room fixtures and fittings.

Or

- (b) Mention the procedures observed in periodical cleaning.

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14. (a) Write notes on marking and monogramming of linen.

Or

- (b) Mention the duties and responsibilities of linen room supervisor.

15. (a) Mention the cleaning procedure for coffee shop.

Or

- (b) What are various types of guest room keys? How do you control them?

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Explain the duties and responsibilities of executive house keeper.

17. Write note on :

- (a) Polishes (5)

- (b) Manual cleaning equipments. (5)

18. Write note on :

- (a) Bed making procedure (5)

- (b) Soft furnishings. (5)

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