

• S.No. 2256

17UHM02

(For the candidates admitted from 2017–2018 onwards)

B.Sc. DEGREE EXAMINATION,
NOVEMBER 2017.

First Semester

Hotel Management and Catering Science

ACCOMMODATION OPERATION - I

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Who is Executive House Keeper?
2. What is control Desk?
3. What is cleaning agents?
4. How the equipments are selected for House keeping department?
5. Define VIP room.
6. Abbreviation – DND, OOO, DL, VIP.
7. What is Linen?

8. Write the different types of Key used in hotel.
9. What is Banquet Hall?
10. What are the departments that House keeping control Desk coordinates?

PART B — (5 × 5 = 25 marks)

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

11. (a) Write a brief notes on the job description and responsibilities of Executive Housekeeper.

Or

- (b) Justify the importance of career in Housekeeping department.

12. (a) Write down the procedure for the storage of cleaning equipments.

Or

- (b) Explain the characteristics of good cleaning agents.

13. (a) Describe the different types of linen used in Housekeeping department with their sizes.

Or

- (b) Comment on the procedure of Bed making.

14. (a) Explain the selection criteria of linen and uniform.

Or

- (b) Brief Maids service room and how will you organize maids trolley.

15. (a) Describe the cleaning process of the following area: Cloak room, Bar and corridor.

Or

- (b) Describe the different types of record and register used in control desk.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of Five questions.

16. Draw the layout of Housekeeping department and explain in detail.

17. Elaborate the different types of cleaning equipment and cleaning agents.

18. Explain the different types of guest rooms in hotel.

19. Sketch the layout and essential features of floor linen room.

20. Comment on the role of control desk and the coordination with other department.