

19U250

(Pages: 2)

Name :

Reg.No :

SECOND SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2020

(CBCSS - UG)

CC19U BSH2 B02 : ACCOMMODATION OPERATION

(Hotel Management & Catering Science - Core Course)

(2019 Admission - Regular)

Time: 2.5 Hrs

Max. Marks: 80

Credit: 4

Section - A

I. Short answer questions. Each question carries 2 marks.

1. What is inventory?
2. Why housekeeping is important in hotel industry?
3. What is sanitization?
4. Explain Job Description?
5. What is under repair room?
6. What you mean by routine maintenace?
7. What is principles of cleaning?
8. what is squeegee?
9. What is cleaning?
10. what is vanity counter?
11. What is SOP?
12. What par stock?
13. What is perishable items in lost and found ?
14. What is brasso
15. What is suction cleaning

(Ceiling: 25 Marks)

Section - B

II. Paragraph questions. Each question carries 5 marks

16. Briefly write the duties and responsibilities of housekeeping department?
17. Draw the organization chart of a housekeeping department?
18. What are the duties and responsibilities of desk control supervisor?
19. Explain the composition and action of detergents?
20. What is guest amenities? and give examples?
21. What is second service?
22. What are the procedures to follow in case of an accident?
23. Explain the cleaning procedure of public guest room?

(Ceiling: 35 Marks)

Section - C

III. Essay questions. Answer any two questions.

24. Explain the classification of hotels based on Service, Stay & Theme?
25. What are the duties and responsibilities of a executive housekeeper?
26. Write the sequence of guest room cleaning?
27. Draw the format of key control & explain types of keys?

(2 × 10 = 20 Marks)
