

23U248

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Name:

Reg.No:

SECOND SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2024

(CBCSS - UG)

(Regular/Supplementary/Improvement)

CC19U BSH2 B02 / CC20U BSH2 B02 - ACCOMMODATION OPERATION

(Hotel Management and Catering Science - Core Course)

(2019 Admission onwards)

Time : 2.5 Hours

Maximum : 80 Marks

Credit : 4

Part A (Short answer questions)

Answer *all* questions. Each question carries 2 marks.

1. Why housekeeping is important in hotel industry?
2. Explain Condominiums?
3. What is soiled linen?
4. Explain par stock?
5. Expand oos.
6. What is room status report?
7. What is Steel Wool?
8. What is kentucky mop?
9. What is foreign matters?
10. What is mattress proctor?
11. What is vanity counter?
12. What is tanning?
13. Explain turn down service.
14. What is lobby?
15. Which all area to be covered while dusting the public area?

(Ceiling: 25 Marks)

Part B (Paragraph questions)

Answer *all* questions. Each question carries 5 marks.

16. Why said that housekeeping is the backborn of hotel industry?

17. What is personal hygiene and explain?
18. Draw the organization chart of a housekeeping department.
19. What are the duties and responsibilities of desk control supervisor?
20. Explain the duties and responsibilities of hk desk supervisor.
21. Explain types of keys.
22. Explain the cleaning procedure of elevator.
23. What all are the things to be containing in a first aid box?

(Ceiling: 35 Marks)

Part C (Essay questions)

Answer any *two* questions. Each question carries 10 marks.

24. Draw the layout of housekeeping department and write the responsibilities.
25. What is job description and write the job description of h/k supervisor?
26. What is lost and found and draw the lost and found register?
27. What first aid? Explain the [principles of first aid?

(2 × 10 = 20 Marks)
