

15U126

Name:

Reg. No.....

FIRST SEMESTER DEGREE EXTERNAL EXAMINATION DEC./JAN.2015 -16

(2015 Admission)

CC15UHM1B01 ACCOMMODATION OPERATION (core)

Time: 3 Hrs

Total Marks: 80

Section –A (Answer All) 12 X 1 Marks

1. Define Wardrobe
2. Define Master key.
3. Pest control is one of the primary responsibilities of the housekeeping department – (True / False).
4. What is a Laundry Chute?
5. What is a twin room?
6. Write any two advantages of floor Pantry.
7. Expand GRC
8. Chemical must be given sufficient time to act. This period is normally referred to as the -----
9. Cleaning equipment need not be cleaned and disinfected prior to storage – True / False
10. A Cleaning tool made of flat, smooth and thick rubber blade is known as -----
11. A key which can open all the room in a hotel even if double locked is.....
12. Expand O.O.O

Section –B (Answer All) 9 X 2 Marks

13. What is Duvets?
14. What are the two types of cleaning equipment?
15. What are the sheets used to make a bed?
16. What is the difference between off premises and on premises laundering?
17. Name the different master keys in a hotel

18. Write any two advantages of vacuum cleaner.
19. Write down any two materials required for floral arrangements.
20. What is the importance of room discrepancy report?
21. Write any two common insect pests of food premises.

Section –C (Answer any Five) 5 X 6 Marks

22. Explain the complete procedure involved in cleaning an occupied room?
23. What do you mean by spring cleaning in a room? And what are the various cleaning task carried out in it?
24. Write down the procedure for entering a guest room
25. Give a brief description about the mechanical cleaning equipment.
26. What are the various short forms used in the housekeeping dept & expand?
27. Write in details the cleaning procedure of glass.
28. Explain in details the lost and found procedure.

Section –D (Answer any Two) 2 X 10 Marks

29. Explain in details the various departments that housekeeping coordinates with.
30. Draw the Diagram of a maids cart and explain the items carried in it.
31. Draw the organization hierarchy of a housekeeping department of a big hotel – and write the duties and responsibilities of an Executive housekeeper.
