

16U126

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Name: .....

Reg. No.....

**FIRST SEMESTER B.Sc. CATERING SCIENCE AND HOTEL MANAGEMENT  
DEGREE EXAMINATION, NOVEMBER 2016**

(Regular/Supplementary/Improvement)  
(CUCBCSS-UG)

**CC15UHM1B01 ACCOMMODATION OPERATION**

(Core Course)  
(2015 Admission Onwards)

Time: Three Hours

Maximum: 80 Marks

**Section –A (Answer All) 12 X 1 Marks**

1. Name the trolley used by the housekeeping dept
2. The two types of cleaning equipment are ----- and -----
3. Cleaning tool made of flat, smooth and thick rubber blade is known as -----
4. The room facing a valley is known as -----
5. What is card key?
6. What are the types of beds?
7. Chemical should be given sufficient time to act - True/ False
8. Cleaning chemicals should be applied at the optimum temperature and concentration  
- True / False
9. Chemicals should never be transferred in to unmarked containers-True / False
10. Expand OOO
11. What is par stock?
12. What are the important wall finishes?

**Section –B( Answer All ) 9 X 2 Marks**

13. What are the three types of cleaning brushes?
14. Give two advantages of room occupancy report
15. Write any two advantages of Key – Cards.
16. Define Wardrobe.
17. Write down any two reasons for pest control
18. Write any four criteria for the selection of cleaning agents

19. Explain in details the importance of housekeeping in a hotel.
20. What is room discrepancy report?
21. Give any two examples each for the front of the house and back of the house areas in a hotel.

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

22. Briefly describe the duties and responsibilities of the Executive Housekeeper.
23. Briefly explain the evening or turn down service.
24. Explain in details the Procedure for cleaning bathroom.
25. What are the points that need to be kept in mind while selecting cleaning equipment?
26. What are the attributes of a housekeeping staff
27. Does the housekeeping department need a better relationship with Maintenance department? Explain.
28. Write a short note on the Chamber Maid's Trolley.

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

29. What are the various types of keys used in a hotel and explain the control procedure of each?
30. Explain in detail the different types of beds & mattresses used in the Hotels
31. Discuss in details the functions of housekeeping department.

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