

24U337

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Name :

Reg. No :

THIRD SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2025

(FYUGP)

CC24UBHC3CJ202 - BASIC ACCOMMODATION OPERATION

(B.Sc. Hotel Management and Catering Science - Major Course)

(2024 Admission - Regular)

Time: 2.0 Hours

Maximum: 70 Marks

Credit: 4

Part A (Short answer questions)

Answer *all* questions. Each question carries 3 marks.

1. Classify the hotels based on theme. [Level:4] [CO1]
2. Generalize the important of housekeeping in hotel industry. [Level:4] [CO1]
3. Determine no show. [Level:4] [CO1]
4. Generalize the importance of duty roster file. [Level:2] [CO2]
5. Determine the second shift duties of housekeeping dept. [Level:2] [CO2]
6. Determine vanity counter. [Level:3] [CO3]
7. Describe the types of brooms. [Level:3] [CO3]
8. Examine damp dusting. [Level:3] [CO3]
9. Explain the advantages of on premises laundry. [Level:2] [CO4]
10. Analyze the storing procedures of uniform. [Level:2] [CO4]

(Ceiling: 24 Marks)

Part B (Paragraph questions/Problem)

Answer *all* questions. Each question carries 6 marks.

11. Compare the layout of the housekeeping department in a small hotel versus a luxury hotel. [Level:4] [CO1]
12. Explain the importance of coordination between the housekeeping and HR department. [Level:1] [CO2]
13. Describe the duties and responsibilities of a housekeeping supervisor. [Level:2] [CO2]
14. Draw lost and found register and explain the procedures. [Level:3] [CO3]

15. Illustrate the cleaning procedures of lobbies and front desk. [Level:3] [CO3]
16. Explain the laundry process. [Level:2] [CO4]
17. Demonstrate how linen is issued and received in the linen room using proper inventory procedures. [Level:2] [CO4]
18. Demonstrate how to conduct a physical linen inventory. [Level:2] [CO4]
- (Ceiling: 36 Marks)**

Part C (Essay questions)

Answer any ***one*** question. The question carries 10 marks.

19. Draw the organisation chart of housekeeping department. [Level:2] [CO2]
20. Explain the daily routine system of housekeeping department. [Level:3] [CO2]
- (1 × 10 = 10 Marks)**
