

18U277

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Name.....

Reg. No.....

SECOND SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2019

(CUCBCSS - UG)

CC18U HM2 B02 - ACCOMMODATION OPERATION

Catering Science & Hotel Management - Core Course

(2018 Admissions Regular)

Time: Three Hours

Maximum: 80 Marks

Section A

Answer *all* questions. Each question carries 1 mark.

Fill in the blanks:

1. A hotel situated near by air port is called
2. is an example of Class A fire.
3. State true or false: Napery refers to table clothes and napkins in restaurant.
4. linens are commonly called as dirty and stained linen that required laundering.
5. rooms are located nearby swimming pool.
6. The abbreviation OCC stands for
7. key opens all guest room doors which are not double locked.
8. A grand master key can open type of rooms in a hotel.
9. department is responsible for cleaning public area of a hotel.
10. Water contains more than 60ppm calcium and magnesium is

(10 x 1 = 10 Marks)

Section B

Answer any *eight* questions. Each question carries 2 marks.

11. What is the major responsibility of Housekeeping department in hotel?
12. What is a transient hotel?
13. What is evening service?
14. What is job specification?
15. What is scheduled cleaning?
16. What do you mean by cleaning agents?
17. What is grand master key?
18. What is the use of Wet mop?
19. What is First Aid?
20. What is cloak room in hotel?

(8 x 2 = 16 Marks)

Section C

Answer any *six* questions. Each question carries 4 marks.

21. Explain the importance of housekeeping in hospitality industry.
22. Explain the co-ordination between housekeeping and front office departments.
23. Draw the organization structure of housekeeping department in large hotel.
24. Explain the functions of floor pantry.
25. Write down the different types of cleaning agents used in housekeeping.
26. Bring out the procedure for lost and found.
27. Explain the bed making procedure in a hotel room.
28. Explain the procedure for cleaning lobby area.

(6 x 4 = 24 Marks)

Section D

Answer any *two* questions. Each question carries 15 marks.

29. Explain the various sections and their functions of housekeeping department.
30. Explain the classification of cleaning equipment with examples.
31. Discuss the classes of fire and extinguishing methods.

(2 x 15 = 30 Marks)
