

19U277S

(Pages: 2)

Name:

Reg. No.

SECOND SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2020

(CUCBCSS-UG)

(Supplementary/Improvement)

CC18U HM2 B02 - ACCOMMODATION OPERATION

Catering Science & Hotel Management - Core Course

(2018 Admission)

Time: Three Hours

Maximum: 80 Marks

Section A

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

1. Expansion of DND is _____.
2. Eco friendly hotels are also called _____.
3. Expansion of EHK in hotels is _____.
4. _____ is a type of room located near the garden area.
5. _____ chemical is used as stain removal of blood from cloths.
6. _____ is an example of mechanical cleaning equipment.
7. _____ is given to the guest on request as a Bed for babies.
8. _____ hotels are located near to the Airports.
9. _____ hotels are located at the center of the city.
10. R1 is used for _____ cleaning.

(10 x 1 = 10 Marks)

Section B (Short Answers)

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

11. What is the sequence of guest room cleaning?
12. What are the different types of keys available? List down?
13. Name any 5 amenities placed inside the guest bathroom.
14. What is C-form. Explain?
15. What is second service?
16. Explain spring cleaning?
17. What is lost and found procedure?
18. What is Turn down service?
19. What are the personal attributes of a house keeping staff?
20. What do you mean by room status?

(8 x 2 = 16 Marks)

Section C (Short Essay)

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

21. Explain the roles and responsibilities of Executive House Keeper.
22. Explain the procedure of a turn down service in a guest room.
23. Explain about inter-departmental relationship of House keeping Department.
24. Write about the types of cleaning agents and its uses in the hotel industry?
25. Note down the requirements of First Aid & fire safety procedures.
26. Explain lost and found procedure.
27. Explain the cleaning of Public rest rooms.
28. Discuss water as a cleaning agent.

(6 x 4 = 24 Marks)

Section D (Long Essay)

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

29. Describe in detail about the equipments used in H/K Department and its uses?
30. Classify hotel in various ways and explain in brief?
31. Briefly explain the Organizational Framework of the H/K Department.

(2 x 15 = 30 Marks)
