

20U250

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Name:

Reg.No:

SECOND SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2021

(CBCSS - UG)

(Regular/Supplementary/Improvement)

CC19U BSH2 B02 - ACCOMMODATION OPERATION

(Hotel Management & Catering Science - Core Course)

(2019 Admission onwards)

Time : 2.5 Hours

Maximum : 80 Marks

Credit : 4

Part A (Short answer questions)

Answer *all* questions. Each question carries 2 marks.

1. Why housekeeping is important in hotel industry?
2. Explain Condominiums.
3. What is soiled linen?
4. Explain duty rosters?
5. What is Room report?
6. What is lockout room?
7. What is discrepancy report?
8. What is sprig cleaning?
9. What is spot cleaning?
10. Explain bidet.
11. Who all are come under vip 3 category?
12. Explain master keys.
13. What is CPR?

14. What is lobby
15. What is shower cabinets?

(Ceiling: 25 Marks)

Part B (Paragraph questions)

Answer *all* questions. Each question carries 5 marks.

16. "House keeping is a vital dept. of Hotel" - Comment on it.
17. Briefly explain the duties and responsibilities of housekeeping department.
18. Draw the organization chart of a housekeeping department.
19. What are the types of vaccum cleaners?
20. What is guest expendables? and give examples?
21. What is briefing and de briefing?
22. Explain the classification of lost and found.
23. What are the steps can take for prevention of fire in hotels?

(Ceiling: 35 Marks)

Part C (Essay questions)

Answer any *two* questions. Each question carries 10 marks.

24. Write the personal attributes of housekeeping personal.
25. Explain principles of cleaning.
26. Briefly write about cleaning agents and its usage.
27. Explain the cleaning procedure of elevators and guest corridors.

(2 × 10 = 20 Marks)
