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(Pages: 2)

Name: .....

Reg.No: .....

**SECOND SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2022**

(CBCSS - UG)

(Regular/Supplementary/Improvement)

**CC19U BSH2 B02 - ACCOMMODATION OPERATION**

(Catering Science & Hotel Management - 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. What is inventory?
2. What is Large hotels?
3. What you mean by hierarchy?
4. Explain the importance of store in housekeeping
5. What is Quad hoom?
6. What is principles of cleaning?
7. What is Benzene?
8. What is Tarnish?
9. What is mitre?
10. What is guest essentials?
11. Who all are come under vip 4 category?
12. What is coding of keys?
13. What is valuble items in lost and found?
14. Write the type of fire extinguishers.
15. Explain Window cleaning procedure.

**(Ceiling: 25 Marks)**

**Part B** (Paragraph questions)

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

16. Briefly write the duties and responsibilities of housekeeping department.
17. What is importance of eye for details in housekeeping?
18. Explain is job discription.
19. Write the duties and responsibilities of a deputy housekeeper.
20. What is solvent?
21. Explain bathroom cleaning procedure.
22. Explain the importance of log book in housekeeping department.
23. Explain about fire warning systems.

**(Ceiling: 35 Marks)**

**Part C** (Essay questions)

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

24. Explain the duties and responsibilities of room attendant.
25. Explain mechanical equipments and its usage in h/k department.
26. Write the daily routine of housekeeping department.
27. Explain the cleaning procedure of Lobby and Public rest rooms.

**(2 × 10 = 20 Marks)**

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