

22U248

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Name: .....

Reg.No: .....

**SECOND SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2023**

(CBCSS - UG)

(Regular/Supplementary/Improvement)

**CC19U BSH2 B02 / CC20U BSH2 B02 - ACCOMMODATION OPERATION**

(Catering Science and 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. Why housekeeping is important in hotel industry?
2. What is Transient hotels?
3. What you mean by hierarchy?
4. Explain job list.
5. What is aesthetics upkeep?
6. What is parlor?
7. What is additives?
8. What is hearth?
9. What are the types of soil?
10. Expalin bidet.
11. What is guest amenities?
12. What is key control?
13. Explain class A fire.
14. What is lobby?
15. Which all area to be covered while dusting the public area?

**(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. What is par stock and stock register?
19. Explain turndown service.
20. Explain the duties and responsibilities of hk desk supervisor.
21. Explain lost and found procedure.
22. Explain the cleaning procedure of Staircase.
23. Explain the safety Management Programmes.

**(Ceiling: 35 Marks)**

**Part C (Essay questions)**

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

24. Draw the layout of housekeeping department and write the responsibilities.
25. Explain the duties and responsibilities of room attendant.
26. Write the coordination between housekeeping department and other departments.
27. Explain Bed making procedure and turndown Service.

**(2 × 10 = 20 Marks)**

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