

21U581

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Name:

Reg.No:

FIFTH SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2023

(CBCSS - UG)

(Regular/Supplementary/Improvement)

CC20U BSH5 B08 - ACCOMMODATION MANAGEMENT

(Hotel Management and Catering Science - Core Course)

(2020 Admission onwards)

Time : 2.00 Hours

Maximum : 60 Marks

Credit : 3

Part A (Short answer questions)

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

1. Explain the storage of linen.
2. Describe par stock.
3. Mention how stain is identified.
4. Draw the layout of laundry.
5. Explain the types of flower arrangements.
6. List the containers used in flower arrangements.
7. Explain the duties and responsibilities of housekeeping supervisor.
8. Expand OOS.
9. Describe Quad hoom.
10. Describe outsourcing.
11. Determine the importance of training in housekeeping department.
12. Describe prevention.

(Ceiling: 20 Marks)

Part B (Short essay questions - Paragraph)

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

13. Explain the procedure followed in exchange of uniforms for regular staff.
14. List the laundry equipments.
15. Describe the procedures of washing.
16. Name the department responsible for flower arrangements or how is it managed.
17. Write the guidelines a supervisor to respond guest complaints.

18. Write the sequences of guest room cleaning procedures.

19. Explain the types of contract services in housekeeping.

(Ceiling: 30 Marks)

Part C (Essay questions)

Answer any *one* question. The question carries 10 marks.

20. Analyse the activities of linen room in detail prior & Post Laundry.

21. Explain in detail the principles of art.

(1 × 10 = 10 Marks)
