

17U138

(Pages:2)

Name:

Reg. No.....

FIRST SEMESTER B.Sc. DEGREE EXAMINATION, NOVEMBER 2017

(Regular/Supplementary/Improvement)

(CUCBCSS-UG)

CC15U HM1 B01 ACCOMMODATION OPERATION

(Catering Science and Hotel Management - Core Course)

(2015 Admission onwards)

Time: Three Hours

Maximum: 80 Marks

Section A

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

1. What is Amenity?
2. Which department is responsible to prepare the Room discrepancy report?
3. Familiarizing new employees with their environment is known as
4. Define Scanty Baggage.
5. Graveyard shift is also known as
6. Time taken to service one guestroom by GRAs in accordance with the performance standards is
7. Define housekeeping.
8. Define abrasives.
9. A standard size of a hand towel isinches
10. A guest is registered to the room, but the bed has not been used is known as
11. The Key that access all the doors is known as
12. Write down any two registers maintained by the housekeeping department.

(12x1=12 Marks)

Section B

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

13. What is the difference between the job description and job specification?
14. What do you mean by preventive maintenance?
15. Differentiate between Cross Training and On-the-job-training.
16. What is turndown service?
17. Write any four examples of guest loan items in housekeeping.
18. Write any four examples of Bed linen.
19. What is pest? Why their control is important?

20. What is room discrepancy report?
21. Give any two examples each for the front of the house and back of the house areas in a hotel.

(9x2 =18 Marks)

Section C

Answer any *five* questions. Each question carries 6 marks.

22. Write the duties and responsibilities of a Public Area Supervisor and Linen Room Supervisor
23. Write down any six room-status codes used by the housekeeping –expand and define them.
24. Why housekeeping needs a better coordination with Front Office department?
25. Draw the layout of a housekeeping department in a large hotel.
26. Define housekeeping. How does housekeeping contribute to earning profit in a hotel?
27. Briefly explain types of cleaning equipments.
28. Write a note on the care and cleaning procedures for wood surfaces.

(5x6=30 Marks)

Section D

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

29. Draw the organization chart of a housekeeping department in a large hotel and write down the duties and responsibilities of an executive housekeeper.
30. Write an essay on the type of keys and their control.
31. Explain in details the personal attributes of housekeeping staff.

(2x10=20 Marks)
