

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS) \_\_\_\_\_  
BSc DEGREE EXAMINATION DECEMBER 2017  
(Fourth Semester)

Branch - CATERING SCIENCE & HOTEL MANAGEMENT

ACCOMODATION OPERATION / ACCOMODATION OPERATION - II

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10x2 = 20)

- 1 Define Hotel.
- 2 Define Hiring.
- 3 Name any two registers maintained by telephone section.
- 4 List out any two reasons for room transfer.
- 5 What is Scarify machine?
- 6 Name any 2 electronic equipments.
- 7 What is Par Stock?
- 8 What is Marble?
- 9 What is First aid?
- 10 Define color schemes.

SECTION - B (25 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 5 = 25)

- 11 a Write down the importance of Housekeeping department.  
OR  
b What are the attributes of housekeeping staff?
- 12 a Give the procedure of Gate pass.  
OR  
b Describe the functions of Housekeeping supervisor.
- 13 a How do you select cleaning agents?  
OR  
b Name the various brushes used for cleaning with its uses.
- 14 a Broadly classify fiber.  
OR  
b Draw the organization structure of laundry.
- 15 a Give the procedure for Lost & Found.  
OR  
b Highlight the tools required for flower arrangement.

SECTION - C (30 Marks)

Answer any THREE Questions

ALL Questions Carry EQUAL Marks (3 x 10 = 30)

- 16 Discuss the responsibilities of Housekeeping staffs.
- 17 What are the records and registers maintained by Housekeeping control desk?
- 18 Examine the various types of cleaning equipments.
- 19 How do you classify fiber?
- 20 List out the pesticides and chemicals used .for pest control.

Z-Z-Z

END