

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION MAY 2024
(Third Semester)

Branch – CATERING SCIENCE AND HOTEL MANAGEMENT

HOUSE KEEPING MANAGEMENT

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

1. What does the term "all-inclusive" typically refer to in the context of a hotel stay?
 - i) A room without any amenities
 - ii) A room rate that includes meals, drinks, and certain activities
 - iii) A room with a kitchenette for cooking
 - iv) A room with a shared bathroom
2. Which type of hotel room often offers a view of the ocean or a scenic landscape?
 - i) Economy Room
 - ii) Poolside Room
 - iii) Oceanview Room
 - iv) Business Suite
3. Which of the following cleaning equipment is typically used for deep cleaning and scrubbing hard floors in commercial and industrial settings?
 - i) Vacuum cleaner
 - ii) Feather duster
 - iii) Pressure washer
 - iv) Floor scrubber
4. Which of the following is a recommended practice for cleaning glass to achieve a streak-free shine?
 - i) Using circular scrubbing motions
 - ii) Cleaning the glass when it's warm and sunny
 - iii) Spraying the cleaner directly on the glass surface
 - iv) Wiping with a vertical or horizontal motion
5. What is the primary fabric used for making high-quality bed linens and towels in the hospitality industry?
 - i) Silk
 - ii) Cotton
 - iii) Linen
 - iv) Wool

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

6. a Explain the disadvantages of outsourcing.
OR
b Draw a layout of a Housekeeping department.
7. a Explain the various daily routine of a control desk in a hotel's housekeeping department.
OR
b List out the various types of registers found in the housekeeping department.
8. a How is Disinfectant different from Sanitizer
OR
b Explain the use of R1; R3 and R5.
9. a Describe the procedure to cleaning Leather
OR
b Explain Fire triangle.
10. a Explain discard linen and cutting down.
OR
b Explain Monogramming.

Cont...

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11. a Elucidate the coordination of housekeeping department with other departments in a five star hotel.
OR
b Sketch and explain the organizational structure of a housekeeping department in a five-star hotel.
12. a Outline types of guests and dealing with guest complaints that happens in a five star hotel.
OR
b Explain various types of guest amenities and supplies that you will find in a five star hotel.
13. a Elucidate the selection process of cleaning agents
OR
b Explain the various cleaning agents and equipment's found in the housekeeping department in a five star hotel.
14. a Enumerate the different types of fire and the extinguishers used for it.
OR
b Discuss the occupational safety and Hazards standards followed by the hotel industry.
15. a Elucidate the flow process of an On Premises Laundry
OR
b Explain in detail the classification of linen followed by the hotel industry.

Z-Z-Z

END