

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BVoc DEGREE EXAMINATION MAY 2024
(Fourth Semester)

Branch- HOSPITALITY MANAGEMENT

HOTEL HOUSE KEEPING/ ACCOMMODATION OPERATION

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

- 1 The occupancy report is exchanged between housekeeping and front office -----
---- types a day minimum.
(i) 1 (ii) 2
(iii) 3 (iv) many
- 2 A room that is ready for sale is -----
(i) Departure room (ii) vacant room
(iii) occupied room (iv) all rooms
- 3 Spring cleaning is done
(i) annually (ii) weekly
(iii) monthly (iv) daily
- 4 The process of identifying a stain is called
(i) identifying (ii) cleaning
(iii) staining (iv) spotting
- 5 "S" shaped flower arrangement is called
(i) Ikebana (ii) Hogarth
(iii) Moribana (iv) Crescent

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a Who is a horticulturist? Explain his responsibilities.
OR
b Define Hierarchy and explain its importance.
- 7 a Name any three forms maintained in HKD.
OR
b Write down the importance of desk control.
- 8 a Explain the principles of cleaning in short.
OR
b What do you mean by deep cleaning? Explain.

Cont...

- 9 a Explain the procedure for exchange of linen.
OR
b Write down the advantages of on –premises laundry.
- 10 a What are the eco- friendly techniques adopted in cleaning?
OR
b Explain the importance of hygiene.

SECTION -C (30 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** Marks

(5 x 6 = 30)

- 11 a Draw the layout of Housekeeping Department and explain in brief the subsections.
OR
b Discuss the personal attributes of a housekeeping personnel.
- 12 a What are the rules to be followed in a guest floor?
OR
b Explain the procedure of cleaning a bathroom.
- 13 a Explain any four types of mechanical cleaning equipment along with its use and working.
OR
b Discuss the methods of pest control.
- 14 a Explain the step by step procedure of removing a stain.
OR
b Differentiate between the types of laundry.
- 15 a Explain the principles of flower arrangement.
OR
b What are the various styles of flower arrangement?

Z-Z-Z

END