

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BVoc DEGREE EXAMINATION DECEMBER 2024
(Fourth Semester)

Branch: HOSPITALITY MANAGEMENT

HOTEL HOUSEKEEPING

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

- 1 Who is a malis?
(i) Gardener (ii) Head gardener
(iii) Horticulturist (iv) None of the above
- 2 Which of the following report is exchanged between housekeeping & maintenance department?
(i) attendance report (ii) occupancy report
(iii) job order slip (iv) all the above
- 3 ----- is mainly affected by termites
(i) leather (ii) carpet
(iii) wood (iv) sofa
- 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 Draw the organizational hierarchy of housekeeping department of a small hotel.

OR

b Discuss the interdepartmental coordination of Housekeeping with front office.
- 7 a Explain the various types of registers maintained in HKD.

OR

b What is a minibar? Explain its set up.
- 8 a Write a note on frequency of cleaning.

OR

b Name any three types of pests and their area of infestation.

Cont...

- 9 a Discuss the advantages of off premises laundry.
OR
b Write a brief note on storage of linen.
- 10 a Define the following terms: 1. Ikebana 2. Oasis. 3. Mister
OR
b Write a note on eco friendly amenities.

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

- 11 a Explain the interdepartmental coordination of Housekeeping Department with other departments.
OR
b Draw the organizational hierarchy of HKD of a large hotel and explain.
- 12 a Explain any six types of guestrooms.
OR
b Write down the procedure of cleaning a guest room.
- 13 a Write a note on public area cleaning with specification to few public areas.
OR
b Explain the various types of manual cleaning equipment with its use.
- 14 a Explain the equipment used in laundry along with their use.
OR
b Explain the handling of guest laundry with a neat flow chart.
- 15 a Elaborate the equipment used in flower arrangement.
OR
b What are the principles of flower arrangement?

Z-Z-Z

END