

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BVoc DEGREE EXAMINATION MAY 2025
(Fourth Semester)

Branch – HOSPITALITY MANAGEMENT

HOTEL HOUSEKEEPING

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

| Question No. | Question | K Level | CO |
|--------------|--|---------|-----|
| 1 | Which attribute is most important for housekeeping staff? a) Artistic talent b) Physical stamina c) Technical expertise in accounting d) Knowledge of event planning | K1 | CO1 |
| 2 | Who is typically in charge of the housekeeping department? a) General Manager b) Executive Housekeeper c) Laundry manager d) Guest Relations Manager | K2 | CO1 |
| 3 | Who is responsible for checking the consumption of mini bar items? a) Front office staff b) Bartender c) Housekeeping staff d) Restaurant waiter | K1 | CO2 |
| 4 | Which of the following forms is used to track cleaning supplies? a) Guest request form b) Lost and Found register c) Linen and Inventory record d) Front desk register | K2 | CO2 |
| 5 | Spring cleaning in hotels is an example of ____ a) Periodic cleaning b) Daily cleaning c) Weekly cleaning d) Emergency cleaning | K1 | CO3 |
| 6 | Which of the following is considered a public area in a hotel? a) Guest room b) Hotel lobby c) Laundry room d) Housekeeping storeroom | K2 | CO3 |
| 7 | Which of the following equipment is used for ironing in laundry? a) Washing machine b) Tumble machine c) Calendar machine d) Fabricator | K1 | CO4 |
| 8 | Which of the following stains is classified as protein-based? a) Ink b) Blood c) Oil d) Coffee | K2 | CO4 |
| 9 | Which type of flowers are best suited for hotel lobbies? a) Fragrant and long-lasting flowers b) Small and delicate flowers c) Rare and expensive flowers d) Artificial flowers only | K1 | CO5 |
| 10 | What is the most commonly used tool in flower arrangement? a) Hammer b) Measuring tape c) Screwdriver d) Shear | K2 | CO5 |

Cont...

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

| Question No. | Question | K Level | CO |
|--------------|--|---------|-----|
| 11.a. | Explain the duties and responsibilities of executive housekeeper. | K4 | CO1 |
| | (OR) | | |
| 11.b. | Inference the organization structure of H.K department. | | |
| 12.a. | Discover the importance of housekeeping desk in guest room cleaning. | K4 | CO2 |
| | (OR) | | |
| 12.b. | Identify the rules of a guest floor. | | |
| 13.a. | Find out the role of housekeeper in controlling the pests. | K4 | CO3 |
| | (OR) | | |
| 13.b. | Classify the types of cleaning equipment's. | | |
| 14.a. | Construct the flowchart for the guest laundry. | K3 | CO4 |
| | (OR) | | |
| 14.b. | Explain linen exchange procedure. | | |
| 15.a. | List out the equipment's and materials used for flower arrangement. | K4 | CO5 |
| | (OR) | | |
| 15.b. | Identify the changes while using the ecofriendly amenities. | | |

SECTION -C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

| Question No. | Question | K Level | CO |
|--------------|--|---------|-----|
| 16 | Sketch the layout of housekeeping department. | K5 | CO1 |
| 17 | List out the usage of forms and formats used in the housekeeping department. | K6 | CO2 |
| 18 | Criticize the principles of cleaning. | K5 | CO3 |
| 19 | Classify the types of stains and its removal procedure. | K5 | CO4 |
| 20 | Discuss the new techniques in housekeeping department. | K6 | CO5 |

Z-Z-Z

END