

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION MAY 2025
(Fifth Semester)

Branch – CATERING SCIENCE AND HOTEL MANAGEMENT
ACCOMMODATION OPERATIONS

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

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

1. Person Responsible for checking of clean room is _____.
(i) GRE (ii) Lobby Manager
(iii) Floor Supervisor (iv) Housekeeping Manager
2. The cleaning agent should be avoided when cleaning marble surfaces is _____.
(i) Vinegar (ii) Mild soap
(iii) Glass cleaner (iv) All-purpose cleaner
3. Which one of the following is a record of financial transactions taking place between a guest and the hotel?
(i) Folios (ii) ledgers
(iii) Guest accounts (iv) Vouchers
4. How to store clean linen?
(i) Folded and placed in a dirty linen hamper
(ii) Hung on a rack in the laundry room
(iii) Folded and placed in linen closets or shelves
(iv) Placed in a plastic bag
5. What is the first step in treating a minor burn?
(i) Apply ice
(ii) Run cold water over the burn
(iii) Apply ointment
(iv) Cover the burn with a bandage

SECTION - B (15 Marks)

Answer ALL Questions

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

6. (a) How often should common areas be cleaned and sanitized?
(OR)
(b) List out the primary responsibilities of housekeeping staff in the afternoon.
7. (a) Mention some different types of brushes used in housekeeping department.
(OR)
(b) Explain water as a cleaning agent in brief
8. (a) What do you mean by log book?
(OR)
(b) Explain about turndown service in housekeeping.
9. (a) How is linen lifespan measured?
(OR)
(b) Define spotting.

Cont...

10. (a) Expand and explain CPR.
(OR)
(b) Differentiate safety and security.

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11. (a) Draw the organization chart for a medium-sized hotel.
(OR)
(b) List the duties and responsibilities of a deputy housekeeper.
12. (a) Discuss the types of mechanical equipment used in housekeeping department.
Explain their care, maintenance and storage.
(OR)
(b) How can we reduce the environmental impact of cleaning agent use?
13. (a) Why is control desk crucial to the housekeeping department?
(OR)
(b) Analyze the various types of guest complaints with examples
14. (a) Explain the laundry process in brief.
(OR)
(b) Describe how guest laundry is handled by the housekeeping department in a hotel?
15. (a) Explicate what are the steps to be taken by an employee in a fire emergency?
(OR)
(b) Elaborate the lost and found procedure with appropriate formats.

Z-Z-Z

END