

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION MAY 2025
(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 Name the room which is adjacent to swimming pool
 (i) Pen House (ii) Cabana
 (iii) Condo (iv) Lanai
- 2 Which of the following Guest is named as Scanty Baggage
 (i) More Luggage (ii) walk In
 (iii) Less/no luggage (iv) NRI
- 3 Choose the correct Cleaning Agent used for Glass Cleaning
 (i) R1 (ii) R2
 (iii) R3 (iv) R4
- 4 Name the intensive cleaning used in guest room and public area according to a specific schedule
 (i) Deep Cleaning (ii) Terminally Cleaning
 (iii) Pest Control (iv) Manual Cleaning
- 5 Identify the table linen among the following
 (i) Ramie (ii) Napery
 (iii) Selvedge (iv) Serecin

SECTION - B (15 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks

(5 x 3 = 15)

- 6 a Classify Guest rooms with descriptions.
 OR
 b Explain the importance of Housekeeping department.
- 7 a Summarize the order of serving guest room.
 OR
 b Explain the procedure in guest room inspection.
- 8 a Bring out the points to consider in care and cleaning of brushes and brooms.
 OR
 b Highlight the features of room attendant cart.
- 9 a State the significance Silver Dip method.
 OR
 b Summarize "Cleaning of plastics".
- 10 a Describe the advantages of cotton.
 OR
 b Outline the key characteristics of regenerated fibers.

Cont...

SECTION -C (30 Marks)

Answer ALL questions
ALL questions carry EQUAL Marks (5 x 6 = 30)

- 11 a Elucidate on contracts and Outsourcing in hotel housekeeping.
OR
b Highlight the duties and responsibilities of any two housekeeping personnel.
- 12 a Discover any two difficult situations in housekeeping and write how would you hand it?
OR
b Analyze the importance of Housekeeping Supervision.
- 13 a Enumerate "Manual Cleaning Equipments".
OR
b Summarize "Eco friendly practices followed in hotel housekeeping".
- 14 a Discuss how cleaning is organized in a hotel?
OR
b Elucidate the procedure of turndown services in a single occupancy guest room.
- 15 a Classify fibers, discuss with examples.
OR
b Point out the key laundry aids used in "On Premises Laundry".

Z-Z-Z

END