

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION DECEMBER 2025
(Fifth Semester)

Branch – **CATERING SCIENCE AND HOTEL MANAGEMENT**

ACCOMMODATION OPERATIONS

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks

(10 × 1 = 10)

| Module No. | Question No. | Question | K Level | CO |
|------------|--------------|--|---------|-----|
| 1 | 1 | Who is usually at the top of the housekeeping department hierarchy in a hotel? a) Front Office Manager b) Executive Housekeeper c) Floor Supervisor d) Room Attendant | K1 | CO1 |
| | 2 | Which of the following is a key duty of the housekeeping department? a) Preparing food for guests b) Maintaining guest rooms and public areas c) Handling reservations d) Marketing hotel services | K2 | CO1 |
| 2 | 3 | Which of the following is considered a manual cleaning equipment? a) Vacuum cleaner b) Floor scrubber c) Broom d) Carpet shampooer | K1 | CO2 |
| | 4 | Alkaline cleaning agents are most suitable for: a) Removing grease and oil stains b) Cleaning glass c) Removing scale and rust d) Polishing metal surfaces | K2 | CO2 |
| 3 | 5 | The main purpose of the housekeeping control desk is to: a) Manage hotel finances b) Coordinate and monitor housekeeping operations efficiently c) Cook meals for guests d) Handle marketing and promotion | K1 | CO3 |
| | 6 | The daily cleaning of guest rooms typically includes: a) Deep carpet shampoo b) Dusting, vacuuming, bed-making, replenishing amenities c) Painting the room d) Replacing furniture | K2 | CO3 |
| 4 | 7 | What does par stock refer to in housekeeping? a) Minimum number of linen items required to meet operational needs b) Maximum budget for cleaning equipment c) Total number of guests in a hotel d) Number of employees in housekeeping | K1 | CO4 |
| | 8 | Which of the following is not a type of laundry in hotels? a) In-house laundry b) Contract laundry c) Self-service laundry d) Marketing laundry | K2 | CO4 |
| 5 | 9 | The Three E's of Safety stand for: a) Education, Engineering, Enforcement b) Efficiency, Economy, Environment c) Emergency, Evacuation, Equipment d) Energy, Equipment, Employees | K1 | CO5 |
| | 10 | Which class of fire involves flammable liquids like petrol and oils? a) Class A b) Class B c) Class C d) Class D | K2 | CO5 |

Cont...

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

 $(5 \times 7 = 35)$

| Module No. | Question No. | Question | K Level | CO |
|------------|--------------|---|---------|-----|
| 1 | 11.a. | Draw a neat layout of Housekeeping department of a 5 star hotel. (OR) | K2 | CO1 |
| | 11.b. | Develop an organization chart of Housekeeping department of a large hotel. | | |
| 2 | 12.a. | List out any seven guest supplies provided by a luxury hotel. (OR) | K3 | CO2 |
| | 12.b. | Discuss about the storage of cleaning agents. | | |
| 3 | 13.a. | Write about the registers maintained in the control desk. (OR) | K3 | CO3 |
| | 13.b. | Summarize the steps involved in daily cleaning of an occupied guest room. | | |
| 4 | 14.a. | Enumerate the activities carried out in the linen and uniform room. (OR) | K4 | CO4 |
| | 14.b. | Highlight the advantages of providing uniforms. | | |
| 5 | 15.a. | Discuss the potential hazards in housekeeping department. (OR) | K4 | CO5 |
| | 15.b. | Explain the types of keys used in a hotel. | | |

SECTION -C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks

 $(3 \times 10 = 30)$

| Module No. | Question No. | Question | K Level | CO |
|------------|--------------|---|---------|-----|
| 1 | 16 | Describe the personal attributes of a Housekeeping staff. | K1 | CO1 |
| 2 | 17 | Elaborate on the ecofriendly practices followed by the Housekeeping department. | K3 | CO2 |
| 3 | 18 | Summarize the role of a Housekeeping Supervisor of a 5 star hotel. | K3 | CO3 |
| 4 | 19 | Discuss the general procedure for stain removal. | K4 | CO4 |
| 5 | 20 | Elaborate on the first aid procedures for common problems. | K4 | CO5 |