

**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 × 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.	K2	CO1
		(OR)		
	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.	K3	CO2
		(OR)		
	12.b.	Discuss about the storage of cleaning agents.		
3	13.a.	Write about the registers maintained in the control desk.	K3	CO3
		(OR)		
	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.	K4	CO4
		(OR)		
	14.b.	Highlight the advantages of providing uniforms.		
5	15.a.	Discuss the potential hazards in housekeeping department.	K4	CO5
		(OR)		
	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 × 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

Z-Z-Z

END