

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)**

**BSc DEGREE EXAMINATION MAY 2019
(Fourth Semester)**

Branch - **CATERING SCIENCE AND HOTEL MANAGEMENT**

ACCOMMODATION OPERATION

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks (10 x 2 = 20)

- 1 Define Outsourcing.
- 2 What do you mean by Control desk?
- 3 What is Lost and found?
- 4 What is Evening service?
- 5 What is the use of Chamois Leather?
- 6 Name any two types of vacuum cleaners.
- 7 What is a hard wood?
- 8 Define Quartzite.
- 9 What is Ikebana?
- 10 Define Class A fire.

SECTION - B (25 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5 x 5 = 25)

- 11 a Draw the layout of Housekeeping department.
OR
b Bring out the advantages of pricing.
- 12 a Analyze the role of a supervisor.
OR
b Explain the procedure of opening the house.
- 13 a What are the points to be considered while selecting cleaning equipments?
OR
b Examine the selection process of cleaning agents.
- 14 a Write down the classification of fibers.
OR
b Give the linen exchange procedure.
- 15 a What are the equipments required for flower arrangement?
OR
b Highlight the role of Housekeepers in pest control.

SECTION - C (30 Marks)

Answer any **THREE** Questions

ALL Questions Carry **EQUAL** Marks (3 x 10 = 30)

- 16 Draw the responsibilities of Housekeeping department.
- 17 Examine the role of Housekeeping control desk.
- 18 Broadly classify the cleaning equipments.
- 19 Describe the procedures of stain removal.
- 20 What are the security measures adopted in hotel? Discuss.