

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BSc DEGREE EXAMINATION DECEMBER 2023  
(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. Which type of hotel room typically offers a separate living area and bedroom, providing more space and comfort for guests?  
A) Single Room                      B) Suite  
C) Standard Room                    D) Deluxe Room
2. What is the primary function of a housekeeping control desk in a hotel?  
A) Check-in and check-out of guests  
B) Managing the hotel's restaurant reservations  
C) Coordinating and tracking room cleaning and maintenance tasks  
D) Providing concierge services to guests
3. What is the main purpose of a disinfectant cleaning agent?  
A) To remove dirt and stains from surfaces  
B) To kill or inactivate harmful microorganisms and bacteria  
C) To add a pleasant fragrance to the cleaned area  
D) To provide shine and polish to surfaces
4. What should be the immediate response when someone is choking and unable to breathe?  
A) Give them water to help dislodge the object  
B) Perform abdominal thrusts (Heimlich maneuver)  
C) Lay them down and elevate their legs  
D) Encourage them to cough forcefully
5. Which natural fiber is obtained from the flax plant and is often used to make lightweight, breathable, and durable fabrics?  
A) Cotton              B) Silk                      C) Wool                      D) Linen

SECTION – B (15 Marks)

Answer ALL Questions

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

6. a) Explain Contract with an example of Housekeeping department.  
(Or)  
b) Advantages of outsourcing for the housekeeping department.

Cont...

7. a) Explain the key responsibilities of a control desk in a hotel's housekeeping department.  
(Or )  
b) How should housekeeping staff effectively handle and prioritize guest requests to ensure a positive guest experience?
8. a) Classify various types of cleaning equipment's used in the Housekeeping Department.  
(Or )  
b) Explain the procedures how you would control the use of cleaning agents in the housekeeping department.
9. a) Describe the procedure to clean Wood.  
(Or )  
b) Explain the different type of Soil.
10. a) Difference between Kapok and Cotton fibers.  
(Or)  
b) Briefly explain location and layout of linen room.

**SECTION – C (30 Marks)**

Answer **ALL** Questions

ALL Questions Carry EQUAL Marks

(5 x 6= 30 Marks)

11. a) Elucidate the duties and responsibilities of a Executive Housekeeper in a five star hotel.  
(Or)  
b) Enumerate the personal attributes of an Housekeeping Staff
12. a) Outline various planning process that happens in the housekeeping department by the executive housekeeper.  
(Or )  
b) Identify how a supervisor would go about the guest room inspection.
13. a) Elucidate the selection process of cleaning equipment's  
(Or)  
b) Justify that eco friendly products and practices would help environment as well as the it is cost effective too.
14. a) Enumerate the Lost and found procedure in a five star hotel.  
(Or)  
b) Discuss the science of cleaning that happens in the housekeeping department.
15. a) Elucidate the selection of linen in a five star hotel.  
(Or)  
b) Explain the activities of a linen room in a five star property.

Z-Z-Z      END