

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

**BSc DEGREE EXAMINATION DECEMBER 2022
(Third Semester)**

Branch – CATERING SCIENCE AND HOTEL MANAGEMENT

HOUSEKEEPING MANAGEMENT

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks (5 x 1 = 5)

1. _____ are the services or items offered to a guest during their stay
 - (i) Benefits
 - (ii) Gifts
 - (iii) Amenities
 - (iv) Items for Purchase
2. The Linen room should have enough racks to store.....
 - (i) to stack all files
 - (ii) to stack all linen
 - (iii) to stack all provisions
 - (iv) newspaper and magazines
3. Guest with very less luggage or no luggage is called as
 - (i) stay over
 - (ii) Scanty baggage
 - (iii) Skipper
 - (iv) Sleeper
4. Which one of the following is used to clean water closet
 - (i) R1
 - (ii) R2
 - (iii) R4
 - (iv) R6
5. Electric fire is classified as
 - (i) Class A fire
 - (ii) Class B fire
 - (iii) Class C fire
 - (iv) Class D fire

SECTION - B (15 Marks)

Answer **ALL** Questions

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

6. a. Bring note on the various types of brushes used in housekeeping.
OR
b. Explain the cleaning procedure of an occupied room.
7. a. Prepare in short the attributes that are essential for Housekeeping personal.
OR
b. Explain the basic function of housekeeping.
8. a. Show the duties and responsibilities of a room attendants?
OR
b. Describe the advantages of cleaning equipment?

Cont...

9 a Enumerate the importance of a room to the guest.

OR

b Explain the disadvantages of off-site laundry?

10 a Explain few activities of linen and uniform rooms.

OR

b Prepare the medical supplies that are kept in the First aid box.

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11 a Analyze the help of the chart explain the laundry process.

OR

b Identify the first-aid procedure for the following

(a) Electric shock

(b) Chocking

(c) Stroke

(d) Indigestion.

(e) Shock.

12 a Justify the various equipment's used in Laundry

OR

b Highlight the role housekeeping in hospitality industry.

13 a Point out the coordination of housekeeping with other department.

OR

b Distinguish the cleaning procedure of public area.

14 a Enumerate the layout of the housekeeping department.

OR

b Highlights the aims, objectives and responsibilities of housekeeping department.

15 a Summarise the lost and found procedure.

OR

b Point out the duties and responsibilities of executive housekeeper in a five-starhotel.

Z-Z-Z END