

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BSc DEGREE EXAMINATION MAY 2022
(Third Semester)

Branch – CATERING SCIENCE & HOTEL MANAGEMENT

HOUSE KEEPING MANAGEMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 x 1 = 10)

1. Identify the room situated on top of the hotel
 - i) Cabana
 - ii) Studio
 - iii) Pent House
 - iv) Lanai
2. A room overlooking a scenic view is called as
 - i) Cabana
 - ii) Lanai
 - iii) Studio
 - iv) Pent House
3. Name the term used for intensive cleaning used in guest rooms and public areas
 - i) Routine Cleaning
 - ii) Seasonal Cleaning
 - iii) Deep Cleaning
 - iv) Occasional Cleaning
4. Which of the following is the nerve centre of the Housekeeping Department
 - i) Laundry Section
 - ii) Control Desk
 - iii) Linen Room
 - iv) Uniform Room
5. Which of the following is a bathroom cleaner cum sanitizer?
 - i) R1
 - ii) R 2
 - iii) R 3
 - iv) R 4
6. Name the component which contributes to the volume of the detergent powders
 - i) Bulking agents
 - ii) Conditioning agent
 - iii) Suspending agent
 - iv) Chelating agent
7. Identify the agent which is added to prevent the growth of bacteria and fungus
 - i) Perfumes
 - ii) Anticorrosion agents
 - iii) Germicides
 - iv) Bleaches
8. Caustic soda is an example of
 - i) Alkalis
 - ii) Abrasives
 - iii) Floor sealers
 - iv) Bleaches
9. Which of the following is a mineral fibre?
 - i) Silk
 - ii) Asbestos
 - iii) Cotton
 - iv) Cotton
10. Lengthwise arrangement of fibers on linen is called
 - i) Weft
 - ii) Warp
 - iii) Yarn
 - iv) Filaments

Cont...

SECTION - B (25 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 5 = 25)

11. a) Draw the organization structure of a Hotel Housekeeping Department.
(OR)
b) List out the personal attributes of housekeeping personnel.
12. a) Summarize "Housekeeping Control Desk".
(OR)
b) Lay down the various steps involved in Housekeeping planning process .
13. a) What are all the points to consider when selecting housekeeping cleaning equipments?
(OR)
b) List any FIVE TASKI cleaning agents and its uses.
14. a) Enumerate Silver cleaning methods.
(OR)
b) Point out the potential hazards in Hotel Housekeeping department.
15. a) State the advantages and disadvantages of Linen used in hotel housekeeping.
(OR)
b) Summarize the steps involved in a laundry wash cycle.

SECTION -C (40 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 8 = 40)

16. a) "Contract and outsourcing a boon to hotel housekeeping" – discuss.
(OR)
b) Housekeeping is responsible for the overall aesthetics of the hotel – elucidate.
17. a) Draw and Explain any FOUR forms and formats used in housekeeping.
(OR)
b) Highlight the role of supervisor in hotel housekeeping.
18. a) Classify cleaning equipments with its applications.
(OR)
b) Discuss the eco friendly practices followed in hotel housekeeping.
19. a) Explain the step by step procedure involved in cleaning hotel guest room.
(OR)
b) As a housekeeping personnel how do you deal with various emergencies inside the hotel – discuss.
20. a) "Classify textiles with its characteristics.
(OR)
b) List out the various laundry equipments and Explain them.

Z-Z-Z

END