

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)
BSc DEGREE EXAMINATION DECEMBER 2019
(Third Semester)

Branch - CATERING SCIENCE AND HOTEL MANAGEMENT

HOUSEKEEPING MANAGEMENT

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

- 1 The person responsible for maintaining garden are is ____
(i) Executive house keeper (ii) House Man
(iii) Horticulturist (iv) Floor Supervisor
- 2 The main communication centre of house keeping department
(i) Control desk room (ii) Linen room
(iii) House Keeping Office (iv) floor pantry
- 3 A verbal or written statement by a guest that he/she is not to be bothered.
(i) DD (ii) DND
(iii) VR (iv) UR
- 4 _____ report shows the details when there is a conflict between front office and house keeping occupancy status.
(i) Desk control report (ii) occupancy report
(iii) room checklist (iv) discrepancy report
- 5 A type of cleaning equipment that clean or aid in the cleaning process by directly using manocurve & energy of employer.
(i) Box Sweeper (ii) Polishing medicine
(iii) Vaccum Cleaner (iv) Brooms
- 6 Sanitiser concentrates which are used in bath room cleaning is _____.
(i) R1 (ii) R2
(iii) R3 (iv) R4
- 7 _____ is used to remove grease, oil, dirt, soils, carbon and waxes.
(i) Solvent Wax (ii) Muriatic Acid
(iii) Degreaser (iv) Polymer seater
- 8 Soils involving insects, especially those that can cause or carry diseases.
(i) organic (ii) entomological
(iii) mineral (iv) bacterial
- 9 The threads running lengthwise through the sheet are called
(i) filling (ii) weft
(iii) tensile (iv) warp
- 10 _____ is the best chain removal agent for a house hold items.
(i) Ammonia (ii) Vinegar
(iii) Water (iv) Detergent

Cont...

SECTION - B (25 Marks*)

Answer ALL questions

ALL questions carry EQUAL! Marks (5x5 = 25)

- 11 a Draw the organisational structure of H.K dept in a large hotel,
OR
b State the following definitions of different types of rooms,
(i) Cabanna (ii) Pent house (iii) Duplex (iv) studio (v) Parlour.
- 12 a Explain the evening service in a guest room.
OR
b Describe about 'Desk Control'.
- 13 a Bring out the selection of cleaning equipments.
OR
b How will you select a cleaning agent?
- 14 a Explain the following cleaning procedure of public areas.
(i) Lobby (ii) Restaurant.
OR
b Describe about 'OSHA'.
- 15 a Classification of Yam.
OR
b Explain linen exchange procedure of F&B service department.

SECTION -C (40 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5x8 = 40)

- 16 a Discuss the personal attributes of housekeeping staff.
OR
b Enumerate the advantages & disadvantages of content.
- 17 a Elucidate the guest room inspection of the supervisor.
OR
b Enumerate the procedure for handling room transfers.
- 18a Elucidate the cleaning procedure of an occupied room.
OR
b Outline the procedure for lost & found articles.
- 19 a Classify the cleaning agents.
OR
b Classification, of mechanical equipments.
- 20 a Describe the procedure for handling guest laundry.
OR
b Classify stains and explain.