

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION MAY 2018
(Fourth Semester)

Branch - CATERING SCIENCE & HOTEL MANAGEMENT

ACCOMMODATION OPERATION / ACCOMMODATION OPERATION-II

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer ALL questions

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

- 1 What do you mean by outsourcing?
- 2 Define hiring.
- 3 What is discrepancy?
- 4 Define room report.
- 5 What is the use of wet extractor?
- 6 What is abrasives?
- 7 Name any two natural fibers.
- 8 Define par stock.
- 9 What is Lost and Found Procedure?
- 10 What is the use of gate pass?

SECTION - B (25 Marks)

Answer ALL Questions

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

- 11 a How does housekeeping department co-ordinate with other departments?
OR
b Give the responsibilities of housekeeping department.
- 12 a Examine the role of housekeeping supervisor in hotel.
OR
b Discuss the record kept in housekeeping department.
- 13 a List out the general principles in selecting cleaning agents.
OR
b Write down the objectives of brushes.
- 14 a Explain the storage conditions of linen.
OR
b Mention the cleaning procedure of various floors.
- 15 a Analyze the various fire prevention methods.
OR
b Draw the principles of interior design.

SECTION - C (30 Marks)

Answer any THREE Questions

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

- 16 What are the attributes required for housekeeping staff? Explain in detail.
- 17 Highlight the points to be considered while scheduling.
- 18 Bring out the purchasing procedure of cleaning equipments.
- 19 Examine the guest laundry procedure.
- 20 Explain the various types of flower arrangement.