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BHSHSC 153

**Credit Based II Semester B.Sc. (HS) Degree Examination, September 2022
(Semester Scheme)
ACCOMMODATION OPERATIONS – I**

Time : 3 Hours

Max. Marks : 80

PART – A

1. Answer **any ten** from the following.

(10×2=20)

- i) Accommodation check list.
- ii) Lobby.
- iii) Hand-caddy.
- iv) Turn down service.
- v) Back to back.
- vi) Amenity.
- vii) O.O.O.
- viii) DND Card.
- ix) Buffing.
- x) Luggage rack.
- xi) Linen chute.
- xii) Stayover.

PART – B

Answer **any four** questions from the following.

(4×15=60)

2. a) Draw a neat layout of housekeeping department and explain various functions of the department. **10**
- b) List out various cleaning equipment used in Housekeeping. **5**
3. a) Explain the duties of Housekeeping supervisor. Draw the organization structure of a large hotel. **10**
- b) Discuss the attributes of housekeeping staff. **5**

P.T.O.



- 4. a) Classify fibers with examples. **7**
 - b) Define Par. Explain the inventory process in Housekeeping for linens. **8**
 - 5. a) Classify cleaning agent with examples. **10**
 - b) List out various types of keys used in Housekeeping. **5**
 - 6. Write short notes on : **15**
 - i) Public area
 - ii) Spring cleaning
 - iii) Desk control.
 - 7. Write the job description of guest room attendant. **15**
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