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BHSHSCN 202

**II Semester B.Sc. (HS) Degree Examination, September 2022
(NEP-2020) (Semester Scheme)
(2021-22 Batch Onwards)
ACCOMMODATION OPERATION – I
(DSCC)**

Time : 2 Hours

Max. Marks : 60

PART – A

I. Answer **any five** of the following :

(5×2=10)

- 1) Card key
- 2) Name any 2 cleaning equipments
- 3) VIP LIST
- 4) Monogramming
- 5) Valet
- 6) Crew in the house
- 7) Vaccum cleaner
- 8) Condemned linen.

PART – B

II. Answer **any four** of the following :

(4×5=20)

- 1) Explain the duties and responsibilities of floor supervisor.
- 2) Explain in detail lost and found procedure.
- 3) Explain the standard contents of a guest room.
- 4) Write cleaning procedures used in lobby area.
- 5) Draw the layout of the linen room.
- 6) Define contract services. Explain types of contract services.
- 7) Explain the advantages of providing staff uniforms.
- 8) Write in brief about maids trolley.

P.T.O.



PART – C

III. Answer **any three** of the following :

(3×10=30)

- 1) Define control desk. Explain various records and registers maintained.
 - 2) Explain :
 - a) Spring cleaning
 - b) Floor pantry.
 - 3) Explain interdepartmental coordination of housekeeping department with other departments.
 - 4) Write short notes on :
 - a) Stock taking procedure
 - b) Condemned linen.
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