QP CODE: 22102536

22102536

Reg No : .....

Name : .....

B.VOC DEGREE REGULAR / IMPROVEMENT / REAPPEARANCE EXAMINATIONS, JUNE 2022

Second Semester

B.VOC TOURISM AND HOSPITALITY MANAGEMENT

THM2ST04 - HOUSEKEEPING OPERATIONS

2019 Admission Onwards

B00E7ECA

Time: 3 Hours Max. Marks : 80

Part A

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. Write any 2 functions of housekeeping.
2. Mention the role of housekeeping department in getting repeat business.
3. What is recreation room?
4. Expand EHK.
5. What do you mean by flower room?
6. Mention any 2 qualities needed for a housekeeping staff.
7. What is triple room?
8. Listout the classification of lost and found items.
9. Mention any 2 rule for storage of cleaning equipment.
10. Mention any 2 rule for storage of cleaning agents.
11. What do you man by departure room?
12. What is weekly cleaning?

(10×2=20)

Part B

*Answer any **six** questions.*

*Each question carries **5** marks.*

13. Write a note on convention hall, conference hall and banquet hall.

14. Give the interdepartmental co-ordination of housekeeping with security department.

15. Explain the duties and responsibilities of an executive housekeeper.

16. Listout the standard room supplies.

17. Explain different types of keys used in a hotel.

18. Differentiate manual cleaning equipments and mechanical cleaning equipments with example.

19. Write a note on cleaning agents.

20. Explain the daily cleaning routine of housekeeping.

21. Explain the procedure for cleaning the public areas.

(6×5=30)

Part C

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Explain the importance of co-ordination of Housekeeping department with front office, engineering and food and beverage departments.

23. Explain the functions of various sections in housekeeping department.

24. Explain key control procedures.

25. Explain the cleanig procedure of public areas.

(2×15=30)