QP CODE: 24022962

24022962

Reg No : .....

Name : .....

B.VOC DEGREE REGULAR / IMPROVEMENT / REAPPEARANCE EXAMINATIONS, JUNE 2024

Second Semester

B.Voc tourism and hospitality management

THM2ST04 - HOUSEKEEPING OPERATIONS

2018 Admission Onwards

3287FE6C

Time: 3 Hours Max. Marks : 80

Part A

*Answer any **ten** questions.*

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

1. What is Elevator?
2. Mention any 2 public areas in a hotel.
3. Mention any 2 importance of co-ordination between housekeeping and front office.
4. What do you mean by desk control room?
5. Who is floor supervisor?
6. Mention the responsibility of executive housekeeper.
7. What is duplex room?
8. What do you mean by lost and found area in a hotel?
9. What is cleaning agents?
10. Listout any 2 safety factors in cleaning.
11. What is second service?
12. Expand DND.

(10×2=20)

Part B

*Answer any **six** questions.*

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

13. Write a note on Linen Management.

14. Explain the co-ordination of housekeeping department with human resource department.

15. Explain the responsibilities of housekeeping department in a hotel.

16. Write a note on emergency key and master key.

17. Explain emergency key control procedure.

18. Explain any 4 types of manual cleaning equipments.

19. Describe the work routine for floor supervisors.

20. Describe the rules of the floor cleaning routine of guest rooms.

21. Explain the procedure for weekly cleaning.

(6×5=30)

Part C

*Answer any **two** questions.*

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

22. Explain the role of Housekeeping department in getting repeat business.

23. Explain the responsibilities of housekeeping staff in a small hotel.

24. Explain facilities and amenities provided in guest rooms.

25. Explain classification, use, maintenance and purchase criteria of cleaning equipments.

(2×15=30)