21101462

QP CODE: 21101462

Reg No : .....

Name : .....

B.Voc Degree Examinations, JUNE 2021

Second Semester

B.Voc Tourism and Hospitality

TH2ST04 - HOUSEKEEPING OPERATIONS

2019 Admission Onwards

C5CD1260

Time: 3 Hours Max. Marks : 80

Part A

*Answer any **ten** questions.*

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

1. What do you mean by Linen Management?
2. What is cloakrooms?
3. Explain co-ordination of housekeeping and engineering department.
4. Briefly explain housekeeping supply store.
5. Mention the responsibility of assistant housekeeper.
6. Mention the responsibility of housekeeping staff in a hotel.
7. What do you mean by connecting room?
8. What is emergency key?
9. Mention any 2 purchase criteria of cleaning equipments.
10. Mention any 2 purchase criteria of cleaning agents.
11. What do you mean by occupied room?
12. What is periodically cleaning?

(10×2=20)

Part B

*Answer any **six** questions.*

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

13. Explain the relationship between housekeeping and guest satisfaction.

14. Write a note on private areas in a hotel.

15. Explain the duties and responsibilities of any 2 housekeeping staff in a small hotel.

16. List out the guest room supplies.

17. Classify lost and found items.

18. List out mechanical cleaning equipments.

19. Explain the factors keep in mind for store and care of cleaning agents.

20. Describe the daily cleaning of under repair rooms.

21. Explain the procedure for setting chamber maids trolley.

(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 purchase, security and human resource departments.

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

24. Explain key control procedures.

25. Explain evening service and second service procedure.

(2×15=30)