QP CODE: 25026418

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Reg No : .....

Name : .....

B.VOC DEGREE REGULAR / IMPROVEMENT / REAPPEARANCE EXAMINATIONS, MAY 2025

Second Semester

B.Voc Tourism and Hospitality Management

THM2ST04 - HOUSEKEEPING OPERATIONS

2018 Admission Onwards

F3CCA2DC

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 do you mean by Guest rooms?
3. Explain co-ordination of housekeeping and food & beverage department.
4. What do you mean by uniform Room?
5. Mention the responsibility of cloakkroom attendant.
6. Mention any 2 qualities needed for a housekeeping staff.
7. What do you mean by connecting room?
8. What is guest room keys?
9. Mention any 2 purchase criteria of cleaning agents.
10. List out any 2 cleaning principle of housekeeping.
11. Mention any 2 procedure for cleaning the guest room floor.
12. What do you mean by check-out room?

(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. Explain the procedure for lost key.

17. Draw a sample of lost and found register.

18. Listout manual cleaning equipments.

19. Explain the selection and purchase criteria for cleaning equipments.

20. Describe the daily cleaning of under repair rooms.

21. Explain the procedure for evening service.

(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 other departments.

23. Draw & explain organizational structure of housekeeping department in medium hotel.

24. Explain different types of sports activities provided in accommodation units.

25. What are the various cleaning agents used in a hotel?

(2×15=30)