



MAR IVANIOS COLLEGE (AUTONOMOUS)
THIRUVANANTHAPURAM

Reg. No. :.....

Name :.....

Fourth Semester B.Voc. Degree Examination, June 2016
First Degree Programme under CSS
Skill Course – XIV (for Tourism & Hospitality Management)
AUTH472: Housekeeping Operation

Time: 3 Hours

Max. Marks: 80

SECTION – A

Answer ALL questions in one or two sentences.

1. Explain the term “housekeeping”.
2. Expand DND.
3. Who is a room attendant ?
4. Who is a clock room attendant ?
5. What do you mean by Lanai ?
6. What is a scrim ?
7. Explain the term “Hand Caddy”.
8. Briefly discuss the equipment and materials used commonly for flower arrangement.
9. Explain the activities carried out by linen room in a hotel.
10. What is a floor pantry ?

(10 × 1 = 10 Marks)

SECTION – B

Answer any EIGHT questions, not exceeding a paragraph of 50 words.

11. Who is a Desk – Control Supervisor ?
12. What do you mean by “Cleaning Schedules” ?
13. Explain any five essential qualities of a housekeeper.
14. Who is an executive housekeeper ?

15. What is meant by linen control ?
16. What are pests ? Why is their control important ?
17. List out ten guest room supplies of a five star hotel.
18. What do you mean by back – of the house areas ?
19. Differentiate between twin room and double room.
20. Make a list of items carried in Maid's Trolley.
21. Discuss duties and responsibilities of public area supervisor.
22. List different sections of housekeeping department.

(8 × 2 = 16 Marks)

SECTION – C

*Answer any **SIX** questions, in a page of **100** words.*

23. Explain types of keys used in hotels.
24. Enumerate public areas of hotel.
25. Write about the co – ordination between housekeeping and other functional departments in a star hotel.
26. What are the duties and responsibilities of laundry staff in a hotel ?
27. Write a note on restocking of bathroom supplies.
28. What is the importance of a guest room and what role do housekeeping department play to ensure guest satisfaction and repeat business ?
29. Explain special provisions for a VIP room.
30. Write a short essay on types of rooms in a hotel.
31. Describe the job description of a housekeeping supervisor.

(6 × 4 = 24 Marks)

SECTION – D

*Answer any **TWO** questions, not exceeding four pages.*

32. Draw the organizational structure of the housekeeping department of a large scale hotel and explain the duties and responsibilities of the staffs.
33. Write an essay on functions of housekeeping Department.
34. Explain the process of “bed making”.
35. Explain the lost and found procedures carried out in a five star hotel.

(2 × 15 = 30 Marks)

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