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(Pages : 2)

Name.....

Reg. No.....

SIXTH SEMESTER U.G. (CBCSS-UG) DEGREE EXAMINATION, MARCH 2024

BHA

BHA 6B 15—ACCOMMODATION OPERATION (THEORY)

(2019 Admission onwards)

Time : Two Hours

Maximum : 60 Marks

Part A

*Answer any **ten** questions in not exceeding one paragraph each.
Each question carries 2 marks.*

1. Write in your own words what is Motel.
2. What is meant by 'front of the house' ?
3. Expand the codes.
 - OCC
 - SB
 - V
 - NL
4. What is the use of an emergency key ?
5. List few uses of Pantry.
6. Write in a sentence or two of Job breakdown'.
7. Who is a Valet ?
8. What is bidet ?
9. Write in a sentence or two about Gate pass.
10. What is electroplating ?
11. What is Marble ?
12. Write in a sentence or two about tanning.

(10 × 2 = 20 marks)

Part B

*Answer any **four** questions not exceeding 120 words.
Each question carries 5 marks.*

13. Explain Housekeeping Briefing
14. Explain Housekeeping in any 5 different establishments.
15. Explain any five room status terms used in housekeeping department.

Turn over

16. Write down the difference between non-recycled items with recycled items, with examples.
17. Explain about emergency key used in hotel with an example where emergency key will be used.
18. The housekeeping department is considered the eyes and ears of the hotel" Explain with example?
19. Explain Surfactants and builders.

(4 × 5 = 20 marks)

Part C

*Answer any **two** questions in not exceeding 3 pages each.
Each question carries 10 marks.*

20. Draw and explain the hierarchy of the Housekeeping department of a five-star hotel.
21. Elucidate lost and found procedure.
22. Elucidate the principles of cleaning.
23. List and Explain any 5 different types of First Aid procedures.

(2 × 5 = 10 marks)