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Name.....

Reg. No.....

**FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2024**

B.H.A.

BHA 5B 12—ACCOMMODATION OPERATION (THEORY)

(2022 Admission onwards)

Time : Two Hours

Maximum : 60 Marks

Part A*Answer any **ten** questions not exceeding **one paragraph** each.**Each question carries 2 marks.**Ceiling 20 marks.*

1. Define Housekeeping.
2. What is meant by job list ?
3. What is the term 'Kentucky mop' ?
4. Define Tarnish.
5. What is known as orthodox cleaning ?
6. What is chamois leather ?
7. What is room status report ?
8. What is the term 'Lanai' ?
9. Define 'E key'.
10. What is Lobby ?
11. What is secondary aid ?
12. Name the elements required for a fire to start.

Turn over

Part B

*Answer any **four** questions not exceeding 120 words.*

Each question carries 5 marks.

Ceiling 20 marks.

13. Write a note on the importance and use of frequency schedules for cleaning in hotels.
14. Discuss the inter-departmental coordination between the housekeeping department and the front office.
15. Describe the procedure for cleaning a hotel lobby.
16. Briefly explain the procedure for handling lost and found items in a hotel.
17. Explain the basic principles of cleaning in housekeeping operations.
18. Briefly describe the functions of the housekeeping control desk.
19. Discuss the role of the housekeeping department in ensuring guest satisfaction and encouraging repeat business.

Part C

*Answer any **two** questions in not exceeding **three pages** each.*

Each question carries 10 marks.

Ceiling 20 marks.

20. Enumerate and explain the desirable qualities essential for housekeeping staff.
21. List the various mechanical equipment used in the housekeeping department. Explain their care and maintenance procedure.
22. Discuss the various types of cleaning agents used in housekeeping and their appropriate applications.
23. Explain the duties and responsibilities of the guest room attendant in detail.