

QP Code: D 122623		Total Pages: 1	Name:
		Register No.	
SECOND SEMESTER (CUFYUGP) DEGREE EXAMINATION, APRIL 2025			
BHA			
BHA2CJ101 : Hotel Housekeeping Operations			
2024 Admission onwards			
Maximum Time :2 Hours			Maximum Marks :70
Section A			
All Questions can be answered. Each Question carries 3 marks (Ceiling: 24 Marks)			
1	Define Housekeeping.		
2	What is job description?		
3	What do you mean by periodic cleaning?		
4	What is white ragging?		
5	What is lanai?		
6	What is the meaning of the term 'OOO'?		
7	Define second service.		
8	Mention three potential hazards in housekeeping.		
9	What is first aid?		
10	What precautions should be taken when handling cleaning agents?		
Section B			
All Questions can be answered. Each Question carries 6 marks (Ceiling: 36 Marks)			
11	Explain the various methods of cleaning.		
12	Briefly explain the procedure for handling lost and found items in a hotel.		
13	Why is crime prevention important in hotels?		
14	Write in detail about the procedures of periodical cleaning.		
15	Explain the coordination between housekeeping and the front office department.		
16	How does the housekeeping department ensure cleanliness in high-traffic public areas?		
17	Describe the first aid procedure for heart attack.		
18	Explain the standard cleaning procedure for public restrooms.		
Section C			
Answer any ONE. Each Question carries 10 marks (1x10=10 Marks)			
19	Draw the neat organizational structure of the large hotel. Explain the duties and responsibilities of the Executive housekeeper.		
20	Explain the various principles and elements of interior design.		