

C 22084

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Name.....

Reg. No.....

SECOND SEMESTER (CBCSS—UG) DEGREE EXAMINATION, APRIL 2022

Hotel Management and Catering Science

BCH 2B 02—ACCOMMODATION OPERATIONS

(2021 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A*Answer at least ten questions.**Each question carries 3 marks.**All questions can be attended.**Overall Ceiling 30.*

1. What is cabana ?
2. What is Taski R6 ?
3. What is Degreaser ?
4. Describe Master Key.
5. What do you understand by Housekeeping Occupancy Record ?
6. What is Penthouse ?
7. What are NON-VALUABLE ITEMS ?
8. What is Spring Cleaning ?
9. What are Floor sealers ?
10. Explain DNCO.
11. Describe Turndown Service.
12. Describe HRACC.
13. What are Sani bins ?
14. What are the duties and responsibilities of Gardner ?
15. Describe Departure Register.

(10 × 3 = 30 marks)

Turn over

Section B (Short Answer Type Questions)

*Answer at least **five** questions.*

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 30.

16. Enlist duties and responsibilities of an Executive housekeeper.
17. Classify hotel on the basis of Size.
18. How does Housekeeping co-ordinate with F&B department ?
19. Explain any ten Housekeeping room status.
20. Explain the procedure of TURN DOWN SERVICE.
21. What is Cleaning agent ? Explain various Taki reagents, R series.
22. Explain the functions of Control desk.
23. Draw a format of a Room inspection report and explain.

(5 × 6 = 30 marks)

Section C

*Answer any **two** questions.*

Each question carries 10 marks.

24. Explain Public area cleaning.
25. Elucidate the role of Housekeeping department.
26. Enlist the different type of Rooms in the hotel.
27. Draw and explain the layout of housekeeping department of a large hotel and enlist the responsibilities of the HK department.

(2 × 10 = 20 marks)