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C 4380

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Name.....

Reg. No.....

SECOND SEMESTER (CBCSS—UG) DEGREE EXAMINATION, APRIL 2021

Hotel Management and Catering Science

BSH 2B 02—ACCOMMODATION OPERATIONS

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 Emergency key ?
2. What do you mean by sleeper ?
3. What is Rotel ?
4. What is efficiency room ?
5. Describe Departure Register.
6. What is NB/NL ?
7. What is Lost and Found item ?
8. What is Cabana ?
9. What is Lanai ?
10. What is DNCO ?
11. Describe the importance of Housekeeping department.
12. What is Serviced Apartment ?
13. What are the duties and responsibilities of Gardner ?
14. What are Degreasing Agents ?
15. What is Squeegee ?

(10 × 3 = 30 marks)

Turn over

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Section B

Answer at least five questions.

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 30.

16. Explain Levels of service.
17. Describe Abrasives.
18. Explain any eight room status terms.
19. Explain different types of services.
20. What are the functions of Control desk ?
21. Briefly explain personality attributes of housekeeping staff.
22. What is the role of housekeeping ?
23. Draw a layout of housekeeping department in a Large Hotel.

(5 × 6 = 30 marks)

Section C

Answer any two questions.

Each question carries 10 marks.

24. What are the basic principles of cleaning ? List-out various Taski reagents with its uses.
25. Classify Lost and found items and Explain lost and found procedure.
26. Explain about various Public Area Cleaning.
27. Explain types of Rooms in Hotel.

(2 × 10 = 20 marks)