

C 81794

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Name.....

Reg. No.....

**SECOND SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION, APRIL 2020**

Hotel Management and Catering Science

BSH 2B 02—ACCOMMODATION OPERATIONS (Theory)

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

**Section A**

*Multiple choice, fill in the blanks, answer whether True or False.*

*Answer all questions.*

1. Room Discrepancies occur when there is a conflict between the \_\_\_\_\_ and Housekeeping occupancy status of a room.
2. Buffing is the method of polishing \_\_\_\_\_.
3. State True or False : Emery paper is a type of abrasive.
4. \_\_\_\_\_ Key opens all guest rooms and doors even when they are double locked.
5. The guest is not expected to check out today and will remain at least one more night is called \_\_\_\_\_.
6. Deep cleaning is other wise termed as \_\_\_\_\_ cleaning.
7. The abbreviation DNCO stands for \_\_\_\_\_.
8. \_\_\_\_\_ is the most common cleaning agent, which is a very powerful polar solvent.
9. \_\_\_\_\_ is the work of providing furniture, especially seats with padding, springs, webbing, and fabric or leather covers.
10. Condominiums hotels similar to \_\_\_\_\_ hotels.

(10 × 1 = 10 marks)

**Section B (Short Answers)**

*Answer any eight questions.*

11. What is Sub-urban Hotel ?
12. Who is a houseman ?
13. What is briefing ?

**Turn over**

14. What do you mean by turndown service ?
15. Name any four mechanical cleaning equipment's.
16. What is the use of housekeeping checklist ?
17. What is floor pantry ?
18. What is pent house ?
19. What is napery ?
20. What is Studio bed ?

(8 × 2 = 16 marks)

### Section C (Short Essays)

Answer any **six** of the following.

21. Bring out the classification of hotels on the basis of clientele.
22. Write down the duties and responsibilities of public area supervisor.
23. Explain the functions of housekeeping desk control.
24. Write down the co-ordination of housekeeping with food and beverage department.
25. Explain the procedure for spring cleaning.
26. Explain the different types of keys in hotel.
27. Explain the different classes of fire.
28. What are the files and registers found in housekeeping control desk ?

(6 × 4 = 24 marks)

### Section D (Long Essays)

Answer any **two** questions.

29. Explain the responsibilities of housekeeping department in categorised hotel.
30. List out any *ten* types of guest rooms and explain their features.
31. Explain the procedure for cleaning anoccupied room.

(2 × 15 = 30 marks)

