

**D 103762**

(Pages : 2)

Name.....

Reg. No.....

**SECOND SEMESTER (CBCSS—UG) DEGREE EXAMINATION  
APRIL 2024**

Hotel Management and Catering Science  
BSH 2B 02—ACCOMMODATION OPERATIONS  
(2019—2023 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

**Section A**

*Answer the following questions.  
2 marks each.*

1. What is Chamois Leather ?
2. What is Dust Ruffle ?
3. What is Flower room ?
4. What is Vanity Unit ?
5. What are saunas and solariums ?
6. What is key card ?
7. What is Floor Supervisors Master Key ?
8. What is Stripping ?
9. Write notes on Chambermaids Trolley.
10. What is Dustettes ?
11. What are Bristles ?
12. What is Suburban Hotels ?
13. What is Penthouse ?
14. What is second service ?
15. What is par stock ?

(Maximum 25 Marks)

**Turn over**

**Section B (Short Answer Type)**

*Each question carries 5 marks.*

16. Write short notes on the following :
- i) Lock Out ;
  - ii) DNCO ;
  - iii) Due out ;
  - vi) Check out ; and
  - v) Late Check out.
17. Write notes on Housekeeping Floor Pantry.
18. State the duties and responsibilities of Laundry supervisor.
19. What is Block Cleaning ?
20. Explain Bed making.
21. State the procedure of Cleaning a Vacant Room.
22. State any *five* Registers maintained in House keeping department.
23. What are the advantages of key-cards ?

(Maximum 35 Marks)

**Section C**

*Answer any two questions.  
Each question carries 10 marks.*

24. What are the safety and security principles must a house keeper follows ?
25. What are the procedure of Cleaning a Guest Room ?
26. What are the cleaning activities followed in elevator and escalators ?
27. Classify in brief the lost- and-found articles with their characteristics.

(Maximum 20 Marks)