

D 50636

(Pages : 2)

Name.....

Reg. No.....

**FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2023**

Hotel Management and Catering Science

BSH 5B 08—ACCOMMODATION MANAGEMENT

(2020 Admission onwards)

Time : Two Hours

Maximum : 60 Marks

Section A

*Answer the following questions in not exceeding **one paragraph**.*

Each question carries 2 marks.

(Maximum Marks 20)

1. Who is responsible for purchasing linen in hotels ?
2. What is duvet used for ?
3. What are the 3rs of waste management in housekeeping ?
4. What is flower care and handling ?
5. What is exactly done in dry cleaning ?
6. What is the first rule of stain removal ?
7. What are the 2 types of laundry operation ?
8. What is linen store in housekeeping ?
9. What type of mattress is used in 5 star hotels ?
10. How many minutes is a wash cycle ?
11. What are the advantages of outsourcing in housekeeping ?
12. What is pest control in hotel ?

Turn over

Section B (Short Essay)

Answer the following questions in not exceeding 120 words each.

Each question carries 5 marks.

(Maximum Marks 20)

13. Explain the advantages of providing uniforms to staff in housekeeping.
14. Write short note on different types of flower arrangement.
15. Explain the main principles of design.
16. What are the 4 pillars of housekeeping ? Explain.
17. What is par stock in linen ? Enunciate.

Section (Long Essay)

*Answer any **two** questions in not exceeding 250 words.*

Each question carries 10 marks.

18. Explain in detail about the basic steps of cleaning guest room cabin.
19. Write in detail about the common complaints in housekeeping department.
20. Explain in detail about the equipments used in laundry service.
21. What makes a good executive housekeeper ? Elaborate your viewpoint.

(2 × 10 = 20 marks)