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Name.....

Reg. No.....

**FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2024**

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. What is hotel linen ?
2. What is outsourcing of housekeeping services ?
3. Why is pest control important in hotels ?
4. What are the types of waste in housekeeping ?
5. What is flower arrangements in housekeeping ?
6. What is dry cleaning ?
7. What is par stock in housekeeping ?
8. How long is a normal wash cycle ?
9. What are the advantages of staff uniforms ?
10. What is laundry in housekeeping ?
11. What equipment is used in flower arrangements ?
12. What is stain removal product ?

Turn over

Section B (Short Essay)

Answer the following questions in not exceeding 120 words.

Each question carries 5 marks.

(Maximum Marks 20)

13. Explain guest room inspection checklist.
14. Explain clearly about guest complaints in housekeeping department.
15. What are the rules on a guest floor ? Enunciate.
16. Explain new innovative ways for housekeeping department to implement in the hotel.
17. Explain the duties of a linen room supervisor.

Section C (Long Essay)

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

Each question carries 10 marks.

18. Explain in detail about the four flower arrangement shapes used in hotels.
19. Explain the factors involved in planning on-premises laundry.
20. Write in detail about the disadvantages of contract services in housekeeping.
21. What are the different types of laundry agents ? Explain its uses.

(2 × 10 = 20 marks)