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Name.....

Reg. No.....

**FIFTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2025**

Hotel Management and Catering Science
BSH 5B 08—ACCOMMODATION MANAGEMENT
(2020 Syllabus)

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. Define Contract.
2. What do you mean by outsourcing ?
3. What is meant by DND card ?
4. Define luggage rack.
5. What do you mean by check out room ?
6. How to define crinkle sheet ?
7. What is the meaning of foot fold ?
8. Define bell desk.
9. What is meant by night report ?
10. Define Foyer.
11. Define Vermicast.
12. What are the elements of design ?

Turn over

Section B (Short Essay)

Answer the following questions in not exceeding 120 words.

Each question carries 5 marks.

(Maximum Marks 20)

13. List the various departments and their functions in a hotel.
14. How does housekeeping coordinate with the following ?
 - a) The front office ;
 - b) Maintenance ; and
 - c) The F and B department.
15. Describe how guest laundry is handled by the housekeeping department in a hotel.
16. Why is the maintenance of floors important ?
17. Enumerate the steps to be taken to make flowers and foliage last longer.

Section C (Long Essay)

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

Each question carries 10 marks.

18. Explain the laundry process in details.
19. What are Pets ? Why is their control important ?
20. What are the considerations to be borne in mind when selecting carpets ?
21. What is 'second service' ? Write down the procedure for second service.

(2 × 10 = 20 marks)