

**First Semester Bachelor of Management Studies (BMS) Degree
Examination, February 2018**

Career Related First Degree Programme under CBCSS

**Group 2(b) : Hotel Management
Core Course**

**BH 1144 : FUNDAMENTALS OF HOUSE KEEPING
(2017 Admission)**

Time : 3 Hours

Max. Marks : 80

SECTION – A

I. Write short answer to the below **10** questions in **one** or **two** sentence **each**
Each question carries a mark of **1**. **(10×1=10 Marks)**

- 1) Grand master key.
- 2) Casino hotels.
- 3) On-change room.
- 4) Hand caddy.
- 5) Galvanizing.
- 6) Seamstresses.
- 7) Upholstery.
- 8) Faucets.
- 9) Skipper.
- 10) Down town hotels.

SECTION – B

II. Answer **any eight** questions **not** exceeding **one** paragraph **each**. **Each** question carries a mark of **2**. **(8×2=16 Marks)**

- 11) Write a short note on mechanical equipments.
- 12) Explain the cleaning procedure of a guest bathroom.
- 13) Explain the classification of hotels based on location.
- 14) Name any five Bathroom supplies.
- 15) How is glass made ?

- 16) Explain the duties and responsibilities of a public area attendant.
- 17) What are electronic locks ?
- 18) What is the procedure of inspecting a guest room ?
- 19) Write a short note on contents of chambermaid trolley.
- 20) What is a work order ?
- 21) What are the duties and responsibilities of GRA ?
- 22) Explain the terms Valet and OOO.

SECTION – C

III. Answer **any six** questions **not** exceeding **120** words (short essay). **Each** question carries a mark of **4**. **(6×4=24 Marks)**

- 23) Draw the layout of a double room and neatly label the various areas.
- 24) Explain the procedure of bed making.
- 25) Explain the duties and responsibilities of a horticulturist.
- 26) Discuss the management functions that a professional housekeeper needs to perform to be successful.
- 27) What are the various problems looked into and activities undertaken by the maintenance department ?
- 28) Draw the organization chart of the housekeeping department of a large hotel.
- 29) Write note on hospitality.
- 30) How do housekeeping staff take care of various cloths used in wet and dry cleaning ?
- 31) Explain the items kept in a hand caddy.

SECTION – D

IV. Answer **any two** questions **not** exceeding **4** pages **each** (long essay). **Each** question carries a mark of **15**. **(2×15=30 Marks)**

- 32) Describe a room attendant's cart with a neatly labeled diagram.
 - 33) What are cleaning agents ? Describe the classification and write a short essay describing each category of cleaning agent briefly.
 - 34) Discuss the type of manual equipments used in the housekeeping department. Describe the care, maintenance and storage.
 - 35) Which three attributes in your opinions are absolutely essential for housekeeping staff ? Justify your answer.
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