

PART C — (5 × 8 = 40 marks)

Answer ALL questions choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Elaborate the functions of housekeeping department in hotel.
Or
(b) How house keeping coordinates with maintenance department?
17. (a) Elaborate the different sections of housekeeping department.
Or
(b) Write about the personal grooming of house keeping staff in detail.
18. (a) Mention the amenities that are kept in the guest bathroom.
Or
(b) What is quad and connecting room in hotel. Distinguish in detail.
19. (a) Write the purchasing procedure of cleaning equipments elaborately.
Or
(b) Explain the purchase and the storage condition of cleaning agents.
20. (a) Explain the procedure of maintaining the guest room keys.
Or
(b) Elaborate the advantages and disadvantages of computerized guest room key.

Reg. No. :

Code No. : 22867 E Sub. Code : JMT 063

B.A. (CBCS) DEGREE EXAMINATION, APRIL 2019.

Sixth Semester

Tourism and Hospitality Management — Main

HOUSE KEEPING MANAGEMENT

(For those who joined in July 2016 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The functional area of hotel in which guest are not allowed is called _____.
(a) front of the house (b) back of the house
(c) lobby (d) lounge.
2. Expand HRD
(a) Hotel Rate Desk
(b) Human Resource Department
(c) High Rate Detector
(d) Human Rights Defender.
3. The staff should be calm and _____ to the guest.
(a) polite (b) fast
(c) rough (d) loud voice.



4. DND means _____.
 (a) Do not Drag (b) Do not Drop
 (c) Do not Disturb (d) Do not Drip.
5. This room faces a landscape, a waterfall, or a garden
 (a) Cabana (b) Lanai
 (c) Studio (d) Duplex.
6. All the guest supplies should have hotel _____
 (a) Monogramme (b) Rate
 (c) Roomno (d) Guest name.
7. Brushes that are used to clean light dusting
 (a) feather brush (b) bottle brush
 (c) scrub brush (d) hard brush.
8. _____ is a common name for acetic acid.
 (a) citrus (b) ammonia
 (c) vinegar (d) soda.
9. A _____ key is designed to open a set of several locks.
 (a) master (b) guest room
 (c) floor (d) general.
10. _____ of keys is essential from the time guest arrives.
 (a) room no (b) security
 (c) register (d) storing.

Page 2 Code No. : 22867 E

PART B — (5 × 5 = 25 marks)

Answer ALL questions choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Why there is a need of housekeeping in hotel? Brief.
 Or
 (b) How house keeping co-ordinate with kitchen?
12. (a) Describe about job specification of house keeping staff.
 Or
 (b) Mention the different sections of housekeeping department and describe any two.
13. (a) Explain the differences between studio and lanai room.
 Or
 (b) List out the different types amenities provided in guest room.
14. (a) Write the classification of cleaning brushes used in hotel.
 Or
 (b) Describe the storage procedure of cleaning agents.
15. (a) Brief the importance of computerized key in hotel.
 Or
 (b) Write the difference between guest room key and master key.

Page 3 Code No. : 22867 E

