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School of Hospitality
Bachelor of Science in Hotel Management
Semester End Examination - Nov 2023

Duration : 180 Minutes
Max Marks : 100

Sem V - I1UB506C - Housekeeping Management

General Instructions

Answer to the specific question asked

Draw neat, labelled diagrams wherever necessary

Approved data hand books are allowed subject to verification by the Invigilator

- 1) Explain why it is important to determine the appropriate number of Executive Housekeepers in a hotel property. K1 (2)
- 2) Summarize the disadvantages of using contract services. K2 (4)
- 3) Outline the different advantages of a job schedule. K2 (6)
- 4) Determine how light is measured within the context of interior spaces and housekeeping. Apply your knowledge to discuss various metrics and units used to quantify light, such as lux and lumens, and explain their significance in evaluating lighting conditions. K3 (9)
- 5) Evaluate the reasons that lead to the consideration of outsourced services in housekeeping. Construct an understanding of how outsourcing can provide benefits such as cost savings, specialized expertise, and increased flexibility. Discuss scenarios where outsourcing is a strategic choice. K3 (9)
- 6) Assess the role and significance of University Housekeeping within an educational institution. Compare the unique challenges and responsibilities of University Housekeeping with other sectors, such as Office Housekeeping. Support your assessment with relevant examples. K5 (10)
- 7) Analyze various types of lighting commonly used in different housekeeping environments. Categorize these lighting types based on their functions and effects on ambiance. Compare their suitability for diverse spaces and contexts. K4 (12)

- 8) Evaluate the statement: "Work schedule, job schedule, and cleaning schedule are one and the same thing." Compare and contrast these three terms, considering their distinct meanings and implications within housekeeping operations. Justify your conclusion by analyzing their importance and influence on efficient task allocation and completion. K5 (15)
- 9) Assess the significance of Stock Records in the context of managing housekeeping supplies and inventory. Explain how accurate stock records can influence decision-making, cost control, and the overall efficiency of housekeeping operations. Support your assessment with real-world examples. K5 (15)
- 10) Construct a set of guiding principles for designing an optimal layout for guest rooms within a hotel. Explain each principle in detail and illustrate how adhering to these principles can enhance guest satisfaction and operational efficiency in the housekeeping context. K6 (18)