

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

School of Hospitality
Bachelor of Hotel Management
Mid Term Examination - May 2024

Duration : 90 Minutes
Max Marks : 50

Sem II - I1UB203B - Foundation Course in Housekeeping Operation-II

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 two characteristics of solid stuff mattress. K2 (2)
- 2) What role do bed linens and pillows play in enhancing the overall sleep experience for hotel guests? K1 (3)
- 3) Explain various types of VIPs. K2 (4)
- 4) Interpret the key features of different types of mattresses used in hotels and their impact on guest satisfaction? K2 (6)
- 5) Identify why effective management of key is very important in the hotel. purpose, while emphasizing different types of key and its uses K3 (6)
- 6) Identify the key elements of an optimal room layout that enhances guest comfort and convenience in standard hotel rooms. K3 (9)
- 7) List various strategies do hotels employ to communicate and coordinate guest special requests effectively between different departments, such as housekeeping and front desk? K4 (8)
- 8) Compare cleaning schedule for public rest room & guest bath room. K4 (12)

OR

Compare front of the house area & back of the house area in hotel housekeeping context. K4 (12)