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

Duration : 90 Minutes
Max Marks : 50

Sem VI - I1UB604B - Advanced Housekeeping-I

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) Define the term " Division of Work" . K2 (2)
- 2) What are the key responsibilities and duties of the hotel housekeeping staff in maintaining cleanliness and order. K1 (3)
- 3) Explain how hotel housekeeping impact on guest satisfaction and loyalty. K2 (4)
- 4) Interpret the room plan for disabled guest in hotel . K2 (6)
- 5) Identify types of work to be carried out three months in advance during pre opening stage ? K3 (6)
- 6) Identify how the housekeeping department contribute to sustainability initiatives within the hotel, such as waste reduction and energy conservation? K3 (9)
- 7) List down the key pre-opening tasks and responsibilities of the housekeeping department in a new hotel? K4 (8)
- 8) Identify how manpower for new property is organized? K4 (12)

OR

Compare Zero based budgeting , capital budgeting and operational budgeting ? K4 (12)