

## School of Hospitality

Bachelor of Hotel Management  
Semester End Examination - Jun 2024

Duration : 180 Minutes  
Max Marks : 100

### Sem II - I1UB203B - BSCH1016 - 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) How do hotel beds differ in terms of size and comfort. K1(2)
- 2) Explain the characteristics of any one pest and write its eradication methods. K2(4)
- 3) Explain the importance of integrated pest control management. K2(6)
- 4) Identify the role/liason of Human resources department in a hotel. K3(9)
- 5) Identify pest management methodology through applied control. K3(9)
- 6) Explain various types of lost and found items. K5(10)
- 7) Explore the use of eco-friendly and sustainable pest control methods in housekeeping, considering both effectiveness and environmental impact. K4(12)
- 8) "A clean lobby is the first moment of truth that guest experiences in the hotel and this leaves lasting impression on him". Explain the importance of keeping the lobby clean. Explain methods employed to keep lobby clean. K5(15)
- 9) Interpret why effective management of key is very important for security purpose, while emphasizing different types of key and its uses? K5(15)
- 10) Elaborate how hotels foster a positive work culture within the housekeeping department to minimize conflicts and improve overall efficiency. K6(18)