

## School of Hospitality

Bachelor of Hotel Management  
Semester End Examination - Jun 2024

Duration : 180 Minutes  
Max Marks : 100

### Sem IV - I1UB403B - BSCH2008 - Housekeeping Operations

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*

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|-----|--|--------|
| 1)  | What is a cabana?  | K1(2)  |
| 2)  | Explain the role of horticulture in selecting suitable flowers for arrangements.                   | K2(4)  |
| 3)  | Classify the various types and natures of soil found in guest rooms?                               | K2(6)  |
| 4)  | Interview experts on the steps involved in making a bed in a guest room.                           | K3(9)  |
| 5)  | Make use of strategies to ensure the proper maintenance and cleanliness of uniforms in hotels.     | K3(9)  |
| 6)  | Explain how the location of a flower arrangement influences the 'principles of design.'            | K5(10) |
| 7)  | Analyze IKEBANA and its significance in floral arrangement.  | K4(12) |
| 8)  | Evaluate how the design of a guest room influences the cleaning process.                           | K5(15) |
| 9)  | Assess some basic tools needed for creating flower arrangements in hotels.                         | K5(15) |
| 10) | Choose the key performance indicators used to assess the effectiveness of housekeeping operations? | K6(18) |