

## School of Hospitality

Bachelor of Hotel Management  
Semester End Examination - Jul 2024

Duration : 180 Minutes  
Max Marks : 100

### 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

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|-----|--|--------|
| 1)  | What is prevention.  | K1(2)  |
| 2)  | Explain various criteria for selecting a bed for hotel room.   | K2(4)  |
| 3)  | Intrepret interdepartmental coordination of housekeeping with front office department.   | K2(6)  |
| 4)  | Identify the role of technology in customizing room layouts and meeting guest preferences, including the integration of smart room features?   | K3(9)  |
| 5)  | List down specific amenities and features are typically included in VIP rooms to provide an elevated experience for guests?  | K3(9)  |
| 6)  | Interpret the job responsibility of an executive housekeeper and housekeeping executive. executive of a five star hotel  | K5(10) |
| 7)  | Analyze various strategies that can be implemented to measure and evaluate the effectiveness of interdepartmental coordination in housekeeping, and how can these findings be used for continuous improvement? | K4(12) |
| 8)  | Explain the role of housekeeping in dealing with pest in hotel environment.  | K5(15) |
| 9)  | Explain various housekeeping attributes.   | K5(15) |
| 10) | Elaborate the construction of foam and latex mattress and write their use.   | K6(18) |