

**School of Hospitality****Bachelor of Hotel Management  
Semester End Examination - Jul 2024****Duration : 180 Minutes  
Max Marks : 100****Sem IV - I1UB403B - 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 hollywood twin?   | K1(2)  |
| 2)  | Demonstrate a safety precaution when handling floral materials.                           | K2(4)  |
| 3)  | Show how should hotel staff handle maid's carts efficiently?                              | K2(6)  |
| 4)  | Make use of efficient tasks for the daily cleaning of guest rooms.                        | K3(9)  |
| 5)  | Model principles of design in flower arrangement.   | K3(9)  |
| 6)  | Judge the activities of the Uniform Room.   | K5(10) |
| 7)  | Survey various types of flowers used in flower arrangement.                               | K4(12) |
| 8)  | Categorize stains based on their nature.  | K5(15) |
| 9)  | Determine some common types of uniforms worn by hotel staff.                              | K5(15) |
| 10) | Elaborate the role housekeeping plays in shaping the overall guest experience at a hotel? | K6(18) |