

School of Hospitality

Bachelor of Hotel Management
Semester End Examination - Jul 2024

Duration : 180 Minutes
Max Marks : 100

Sem I - I1UB103B - Foundation Course in 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

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| 1) | What is OOO & DL | K1(2) |
| 2) | Explain the role of laundry department in hotel housekeeping. | K2(4) |
| 3) | Interpret the term "SOP", write various steps to be followed to develop a SOP. | K2(6) |
| 4) | Identify the list of personnel working in Housekeeping department in a 5 star hotel as per their heirarchy. | K3(9) |
| 5) | Identify how housekeeping deaprtment helps in revenue generations. | K3(9) |
| 6) | Explain the relationship between housekeeping department with store and purchase department. | K5(10) |
| 7) | List down various housekeeping cleaning agents use in hotel. | K4(12) |
| 8) | Explain the over all function of housekeeping department in bringing guest satisfaction. | K5(15) |
| 9) | Interpret the role of housekeeping in an university, cruise ship and mall | K5(15) |
| 10) | Discuss various type of standard of cleaning. | K6(18) |