

C 82438

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Name.....

Reg. No.....

**SECOND SEMESTER B.A./B.Sc. DEGREE EXAMINATION, APRIL 2020**

(CBCSS—UG)

Hotel Management and Catering Science

BSH 2B 02—ACCOMMODATION OPERATIONS

(2019 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

**Section A**

*Answer the following questions.  
2 marks each (maximum 25 marks).*

1. What is the main function of Housekeeping department of a hotel ?
2. Describe HRACC.
3. What is Casino Hotel ?
4. What is Penthouse ?
5. What do you mean by Quad room ?
6. What is SB ?
7. What is Spring Cleaning ?
8. Describe Turndown Service.
9. What do you mean by DND ?
10. What is TASKI R9 ?
11. Describe importance of Control Desk.
12. Explain Departure Register.
13. What is Master Key ?
14. What are mitts ?
15. What are Sani bins ?

**Section B**

*Short answer type questions.  
Each carry 5 marks (maximum 35 marks).*

16. Point out the role of Housekeeping.
17. Describe guest floor reportable.
18. Explain the procedure of cleaning an occupied room.

**Turn over**

19. What are the duties and responsibilities of Floor supervisor ?
20. List out various types of work conducted during Daily weekly spring cleaning.
21. What is Condominium ?
22. Explain the functions of Control Desk.
23. Draw a *Housekeeping Occupancy Report* format and describe its uses.

### Section C

*Answer any two.*

*Each carry 10 marks. (Maximum 20 marks)*

24. Classify Hotels. Explain the classification *on the basis of Location*.
25. Explain the functions of control desk and write down the different registers maintain by the department.
26. The housekeeping department is the backbone of every hotel. Justify.
27. Explain the co-ordination of the Housekeeping department with other departments.