

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

First Semester BHMCT Degree Regular and Supplementary Examination December 2022

Course Code: ACOT101**Course Name: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS**

Max. Marks: 100

Duration: 3 Hours

PART A*Answer all questions, each carries 1 marks.*

Marks

- 1 _____ is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas and the surroundings'. (1)
- 2 _____ glass is made by heating the glass to high temperature and then Cooling it rapidly. (1)
- 3 _____ register is the part of key security system to be followed by the housekeeping department? (1)
- 4 _____ is an area where all work regarding stitching, mending of uniforms and linen? (1)
- 5 _____ It is used to record all the important information regarding guest/guest room and messages to be forwarded to the next shift. (1)
- 6 _____ is a revolving drum with a safety shield. (1)
- 7 _____ resist boiling, chipping & scratching, and are used for knife handles in particular? (1)
- 8 _____ report is completed to indicate the status of each room, whether vacant, occupied or out of order.? (1)
- 9 A guest room where guest has departed and room is for cleaning is known as _____ .? (1)
- 10 _____ is a central depot for all hotel linen and the place from where clean linen is distributed? (1)

PART B*Answer all questions, each carries 2 marks.*

- 11 Explain any two qualities required by housekeeping staff? (2)
- 12 Who is the gardener? (2)

- 13 What is a metal polish? (2)
- 14 What is maintenance register? (2)
- 15 What is the use of computer in housekeeping department? (2)
- 16 What are the main aims of housekeeping department? (2)
- 17 Give two examples of mechanical equipment? (2)
- 18 What is cloak room? (2)
- 19 Expand EPNS? (2)
- 20 What do you mean by Dirty Dozen? (2)

PART C

Answer any four questions, each carries 5 marks.

- 21 What are the personal attributes required by housekeeping staff? (5)
- 22 What is spring cleaning? What is the procedure involved in spring cleaning? (5)
- 23 What is the interdepartmental relationship between housekeeping and stores? (5)
- 24 Explain the storage methods for cleaning agent? (5)
- 25 What is the procedure for storing cleaning equipments in hotel? (5)
- 26 What are the eco friendly products used in housekeeping department? (5)
- 27 What is the protective treatment for woods surfaces in hotel? (5)
- 28 What are the advantages of using plastic in hotel industry? (5)

PART D

Answer any three questions, each carries 10 marks.

- 29 Classify cleaning agents used in housekeeping department? (10)
- 30 Explain the layout of housekeeping department of a large hotel ? (10)
- 31 Explain the interdepartmental relationship of housekeeping with front office and security department? (10)
- 32 What is the cleaning procedure for silver in hotel? (10)
- 33 What are the types of maintenance in hotel industry? (10)
- 34 What are the types of cleaning equipments used in housekeeping department? (10)

Answer the questions, each carries 10 marks.

- 35 Explain the lost and found procedure in hotel? (10)
- 36 What are the factors to be looked while Selection of Cleaning Equipment? (10)
