

# School of Hospitality

Hotel Management

ETE - Jun 2023

Time : 3 Hours

Marks : 100

**Sem II - I1UB203B / BSCH1016**

**Foundation Course In Housekeeping Operation II**

*Your answer should be specific to the question asked*

*Draw neat labeled diagrams wherever necessary*

1. Define Heritage hotels. K1 CO3 (5)
2. What do you understand by "due in" and "due out" in hospitality terminology. K1 CO1 (5)
3. Define back of the house area and front of the house area K1 CO2 (5)
4. Categorize and explain various types of lost and found articles. K4 CO3 (10)
5. Analyze the star classification of hotels. K4 CO1 (10)

**OR**

- List down and explain ten personal attributes of housekeeping staff. K4 CO1 (10)
6. Illustrate the layout of a suit room of five star hotel. K2 CO1 (10)
  7. Identify the procedure to clean a guest bathroom. K3 CO2 (10)
  8. Analyze key management practice at housekeeping control desk. K4 CO3 (15)

**OR**

- Classify various cleaning tools that are used in a hospital housekeeping. K4 CO3 (15)
9. Categorize various types of bed making process that are practiced by housekeeping employee . K4 CO1 (15)  
Write SOP for traditional way of bed making .
  10. Analyze various sections and function of hotel housekeeping department. K4 CO2 (15)