



QP CODE: 24019038



24019038

Reg No : .....

Name : .....

**MHM DEGREE (CSS) EXAMINATION , APRIL 2024**

**Second Semester**

Master of Hotel Management

**CORE - TR010201 - HOUSE KEEPING MANAGEMENT - I**

2019 Admission Onwards

B45CCD6A

Time: 3 Hours

Weightage: 30

**Part A (Short Answer Questions)**

Answer any **eight** questions.

Weight **1** each.

1. Explain about guest room amenities.
2. Scanty baggage explain.
3. What is staffing Guide?
4. What is par level?
5. Define the term outsourcing.
6. What is lanai?
7. What is O O O stands for?
8. Zed bed explain?
9. Write about ecotels?
10. What is Kenzan?

(8×1=8 weightage)

**Part B (Short Essay/Problems)**

Answer any **six** questions.

Weight **2** each.

11. What is the role of florist in Housekeeping Department?
12. Who is a Night supervisor? Explain.
13. What are the types of interviews?
14. What are the advantages of team work?





15. Write about some situations when are outsourced service considered.
16. Describe various kinds of fixtures and fittings found in guest rooms.
17. What are the disadvantages of outsourcing?
18. What are the eco friendly amenities provided for guests?

(6×2=12 weightage)

**Part C (Essay Type Questions)**

*Answer any **two** questions.*

*Weight 5 each.*

19. What are the duties of Linen room ,public area,floor supervisors?
20. What are the techniques involved in time and motion study?
21. What is meant by inventories? How are inventory leveles established?
22. Explain about womens only floors.

(2×5=10 weightage)

