Roll No.					Total No. of Pages: 02

Total No. of Questions: 09

M.Sc. (ATHM) (2015 & Onwards) (Sem.-2) HOUSEKEEPING AND HOSPITALITY OPERATIONS

Subject Code: PTA-108 M.Code: 19030

Time: 3 Hrs. Max. Marks: 60

INSTRUCTION TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
- 2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
- 3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Explain briefly the following term:

- a) Amenity
- b) Uniform room
- c) Cabana
- d) Lanai
- e) Scanty baggage
- f) Lost and found procedures
- g) Public area
- h) Job description
- i) Check out
- j) Maids trolley

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SECTION-B

- 2. What are the personal attributes of housekeeping personnel?
- 3. Give job description of Guest room attendant?
- 4. Draw an organizational structure of Housekeeping department in a large Hotel?
- 5. Write a note on bathroom cleaning procedure?
- 6. What is stain? How are stains classified?

SECTION-C

- 7. Write an essay on the role of Housekeeping in guest satisfaction.
- 8. "The success of a hotel entirely depends on the co-ordination and co-operation of housekeeping and Front office". Justify the statement?
- 9. With the help of a clean layout explain the different sections of Housekeeping department?

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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