

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

M.Sc. (ATHM) (2016 & Onwards) (Sem.-2)

HOUSEKEEPING AND HOSPITALITY OPERATIONS

Subject Code : PTA-108

M.Code : 19030

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. **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 :**

- Uniform room
- Scanty baggage
- Parlour
- DNCO
- OOO
- Detergents
- What are abrasives?
- Define Stains.
- Amenity
- Deep cleaning

SECTION-B

2. What is meant by the terms 'front of the house' and 'back of the house'?
3. What is the purpose of an Organization chart?
4. Explain the bathroom cleaning procedure.
5. Differentiate between job description and job specification.
6. Discuss the Lost and found procedure.

SECTION-C

7. Discuss in detail the inter departmental co-ordination of Housekeeping department with other Departments.
8. Write an essay on the importance of Housekeeping department in a Hotel.
9. Give job descriptions of the following :
 - a) Executive Housekeeper
 - b) Guest room attendant

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.