

D 122264

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Name.....

Reg. No.....

**FOURTH SEMESTER B.VOC. (PROGRAMME) DEGREE EXAMINATION
APRIL 2025**

Tourism and Hospitality Management

SDC4TH17—HOUSE KEEPING MANAGEMENT

(2021 Syllabus)

Time : Two Hours

Maximum : 60 Marks

Section A (Short Answer Questions)*Answer any number of questions each not exceeding 50 words.**Each question carries 2 marks.**Ceiling of marks for Section A is 20.*

1. Define "Housekeeping".
2. Expand "DND".
3. What is Spotting ?
4. What is the procedure for storage of the floor scrubbing machine ?
5. What is a maid cart ?
6. Distinguish between Florist and horticulturist.
7. What do you understand by key control ?
8. Who is a Floor Supervisor ?
9. What is Master Key ?
10. What is the disadvantage of over stocking in maids' cart ?
11. What is Ikebana ?
12. Explain the term 'Lost and found'.

Turn over

Section B

Answer any number of questions each not exceeding 100 words.

Each question carries 5 marks.

Ceiling of marks for Section B is 30.

13. Write the procedure involved in the redecoration in the hotel.
14. Explain the role of housekeeping department in hotel.
15. What are the points to be considered while selecting equipment for the property ?
16. Explain the standard facilities available in VIP guest rooms.
17. Write down the different elements of design. How it applies on flower arrangement ?
18. Write a note on different types of window treatments.
19. Explain the various equipments and materials used for flower arrangement.

Section C

*Answer any **one** question not exceeding 400 words.*

The question carries 10 marks.

20. Sketch the organisation chart of a housekeeping department of a large hotel and explain about co-ordination with other department.
21. Describe the care and maintenance of various cleaning equipments.

(1 × 10 = 10 marks)