2025/SEM/EVEN/10/29/HTM-557/325

PG Even Semester Exam, May 2025

Hospitality & Tourism Management

2nd Semester

COURSE NO. HTM-557

[Accommodation Operation]

Full Marks : 70
Pass Marks : 28

Time : 3 hours

The figures in the margin indicate full marks for the questions

Answer all questions,

1. Outline the organization chart of housekeeping department in a five star hotel having 350 rooms. List down the duties of an executive housekeeper. 7+7=14

Or

2. Draw a neat layout of Housekeeping department and explain various function of the department. 7+7=14

3. What are the attributes in your opinion are absolutely essential in housekeeping staff. 14

Or

4. Write in brief about the inter departmental cooperation of the housekeeping department with front office department and maintenance. 14

5. Write short notes on any two: 7+7=14

   a. LOST and FOUND Procedure

   b. R series chemicals

   c. Duties and Responsibility of room attendant.

Or

6. List the various manual equipments used in the housekeeping department. Suggest the care &maintenance for the same. 7+7=14

7. Explain the following (any seven): 2x7=14

   a. Duvet

   b. OOO

   c. Supplies

   d. Maid cart

   e. OOS

   f. Valet

   g. DND

   h. DOOR knob menu

   i. No Show

   j. Sleep Out

Or

8. What is the order of cleaning a checkout room that a room attendant should follow. 14

9. a. Suggest an ideal layout of laundry for a resort hotel. 7

   b. List the merits and demerits of an OPL. 7

Or

10. Explain the importance of maintaining "KEY CONTROL" to ensure safety of Guest. 14

★★★

2025/SEM/EVEN/10/29/HTM-557/325