

Avinashilingam Institute for Home Science and Higher Education for Women,  
(Deemed to be University) Coimbatore – 641043

Master's Degree Examination – November 2018  
III Semester

Class : II PG

Major : Interior Design and Resource Management

Time :3hrs

Max Mark :60

17MIRC19 Housekeeping and Front office operations

Part - A

(10x1/2=5)

Choose the correct answer

1. The department which is responsible for cleanliness, maintenance and aesthetic upkeep of the hotel is called as  
a) Front office    b) Housekeeping    c) Restaurant    d) Maintenance
2. A person who collects the guest clothes for cleaning is known as  
a) bell boy    b) page boy    c) valet    d) hat checker
3. Linen is made from the fibre of the \_\_\_\_\_ plant.  
a) nylon    b) jute    c) rayon    d) flax
4. A decorative fabric covering that does not touch the floor and normally does not cover the pillows is  
a) top sheet    b) bottom sheet    c) bed sheet    d) coverlet
5. Acid is a  
a) sealer    b) detergent    c) reagent    d) polish
6. These are used to remove a worn-out floor finish  
a) floor sealer    b) floor stripper    c) floor polishes    d) floor finishes
7. The expulsion of heat and smoke from a fire building is  
a) ventilation    b) heating    c) freezing    d) lighting
8. The principles of first aid is  
a) act calmly    b) act kindly    c) act logically    d) all of these
9. A hotel is located in the centre of the city or within a short distance from the business centre, shopping areas and public offices is called \_\_\_\_\_ hotel  
a) down town    b) resort    c) transient    d) floated
10. It is generally located on the topmost floor of hotel and has an attached open terrace or open sky space  
a) lanai    b) quad    c) penthouse    d) duplex

Part - B

(5x4=20)

Answer All Questions

Each answer should not exceed 200 words or 1 page

11. (a) Enumerate the duties and responsibilities of housekeeping department.  
(Or)  
(b) Give the job description of a room boy.
12. (a) Write a note on turning down service.  
(Or)  
(b) State the merits and demerits of dry cleaning.
13. (a) Briefly explain the bed making procedure.  
(Or)  
(b) Write the meaning of reagent and floor sealer with example.
14. (a) What are the key procedures to be followed by the hotels to ensure the optimum performance of the lighting?  
(Or)  
(b) Differentiate elevator and escalator.
15. (a) State the essential qualities of front office staffs.  
(Or)  
(b) Narrate the functions of front office personnel.

Part - C

(5x7=35)

Answer All Questions

Each answer should not exceed 600 words or 3 pages

16. (a) Draw the organisational hierarchy of housekeeping department in a large hotel.  
(Or)  
(b) Write in detail the relationship of housekeeping with other departments in a hotel.
17. (a) Explain in detail the various kinds of bed linen required for making bed.  
(Or)  
(b) Discuss the process involved in laundry.
18. (a) What are the cleaning procedures followed by the room boy while cleaning the guest room?  
(Or)  
(b) Write on the common cleaning agents used in housekeeping (any 10).
19. (a) Critically analyse the various security measures adopted by the hotel to protect the guests.  
(Or)  
(b) What is pest control? Write the role of housekeeping for controlling the pest.
20. (a) Discuss the different room rates fixed by the hotels.  
(Or)  
(b) Illustrate and explain the layout of the front office.