

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

00270

**Term-End Examination
December, 2013**

MHY-005 : HOUSEKEEPING MANAGEMENT

Time : 3 hours

Maximum Marks : 100

*Note : Attempt **any five** questions. All questions carry **equal** marks.*

1. Suggest points to be kept in mind for effective usage and control of supplies and equipments in Housekeeping Dept. of a 5 - Star Hotel. **20**
2. Draw organisation chart of a medium sized 5 - Star Hotel having 250 rooms , two restaurants and three party rooms. **20**
3. Discuss steps involved in keeping control on linen usage in hotels. Also draw relevant performas. **20**
4. Differentiate between (any four) : **20**
 - (a) Local lighting and General lighting
 - (b) CFL and Flourescent lamp
 - (c) Pelmet and Valance
 - (d) Restaurant linen and Room linen
 - (e) Duvet and Quilt

5. Discuss the wash cycle for Bed linen in a laundry. 20
 6. Discuss any two elements of art and their contribution to designing of interiors. Give examples. 20
 7. Write notes on : 20
 - (a) Preservation of flowers
 - (b) Ikebana
 - (c) Time and motion Study
 - (d) Outsourcing
 8. Discuss the various waste reduction programmes followed in eco friendly hotels. 20
 9. Explain in brief : 20
 - (a) Area Inventories
 - (b) Frequency Schedules
 - (c) Lighting
 - (d) Balance
 10. Plan staff requirement for the Housekeeping Dept. of a 100 room hotel. Prepare duty roster for Room attendants. 20
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