

00217

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

**Term-End Examination
December, 2012**

MHY-005 : HOUSEKEEPING MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. What are recommended practices that may be followed in the housekeeping department to be environment friendly ? 20

2. Write short notes on any two : 2x10=20
 - Balance
 - Proportion
 - Rhythm

3. What are Primary, Secondary and Tertiary colours ? How do these impact hotel interiors ? 20

4. What is the standard procedure to out source few of housekeeping services ? 20

5. (a) What are the functions of linen room ? 10
(b) How do we control inventories in the linen room ? 10
6. What is the procedure for handling following : 4x5=20
- lost and found ?
- Room with DND for 24 hours ?
- Room not slept in ?
- Room change ?
7. What is the standard procedure for putting a room under maintenance ? 20
8. (a) What is spring cleaning ? 10
(b) What is the procedure for spring cleaning a room ? 10
9. (a) Draw organisation chart of Housekeeping department of a large hotel. 10+10
(b) List duties and responsibilities of floor supervisor.
10. Calculate linen requirement of a 500 room hotel with 60% occupancy.and out sourced laundry operations. 20
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