

00425

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

December, 2016

MHY-005 : HOUSEKEEPING MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : (i) *Attempt any five questions.*

(ii) *All questions carry equal marks.*

1. Draw an organisation chart of Housekeeping Department of a 600 room Five Star Hotel having four restaurants and one coffee shop. Also justify man power requirement. 20
2. Explain the various points to be kept in mind while selecting and training Housekeeping staff. 20
3. Explain in brief various elements that are considered while planning the interior of a hotel. 20
4. Suggest and justify suitable flower arrangements for : 10x2=20
 - (a) Reception Counter
 - (b) Conference Table
5. Explain the importance of eco-friendly products and practices used by housekeeping department of a hotel. 20

6. Define inventory control. Explain importance of inventory control with special reference to linen. 20
7. List various records maintained in the Linen Room of a Hotel. Draw and explain any two records. 20
8. Write notes on **any two** of following : 10x2=20
(a) SOP
(b) Time and Motion Study
(c) Duty Rota
9. List responsibilities of Executive Housekeeper of a Heritage Hotel. 20
10. Explain the procedure for storage and control of cleaning supplies and equipment. 20
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