

**MBA IN INTERNATIONAL HOSPITALITY  
MANAGEMENT**

**Term-End Examination**

**June, 2012**

**MHY-005 : HOUSEKEEPING MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. What are the duties and Responsibilities of Executive House Keeper of a large hotel ? 20
2. Suggest inventory control process for house keeping department of a mid-sized hotel. 20
3. Design standard procedure for "making a bed" in a guest room or "bath room cleaning " in a guest room. 20
4. List and explain eco-friendly practices to be followed in a hotel. 20
5. How are principles of design applied in the rooms of a hotel ? Provide examples. 20

6. Write short notes on : 10+10=20  
(a) Budgetary Control  
(b) Purchase Specifications
7. What are various methods available to calculate 20  
staff requirements for house keeping  
department ? Answer should contain examples.
8. Write short notes on : (*any two*) 10+10=20  
- Time and Motion study  
- Work study method  
- Duty Roster
9. What are duties and responsibilities of a "Linen 20  
room attendant" of a large hotel ?
10. Set par stocks for following items in a 200 room  
hotel with in-house laundry with 70%  
occupancy. 4x5=20  
- Bed sheets  
- Bath towels  
- Pillow covers  
- hand towels.
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