

00417

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

June, 2013

MHY-005 : HOUSEKEEPING MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. What are SOPs ? What is the advantage and role of SOPs in Housekeeping Department with regard to guest comfort. **20**
2. List duties and responsibilities of EHK in a 5 star 500 room Hotel. **20**
3. Calculate the staff required by the Housekeeping Department of a 300 room four star hotel having 2 restaurants, one coffee shop and a Banquet Hall. Justify your answer. **20**
4. (a) Discuss the role of training in improving Housekeeping operations of a hospitality unit. **20**

- (b) How do you plan training schedules for Housekeeping personnel ?
5. List eco-friendly practices followed in the hospitality sector. Also discuss their importance. 20
 6. What is Budgeting ? Discuss the importance and role of budgeting in Housekeeping. 20
 7. Name two important colour theories. Discuss any one in detail, giving relevant examples. 20
 8. How to keep flowers and foliage fresh for a longer time ? Suggest a suitable flower arrangement for Hotel's Reception counter. 20
 9. What is inventory control ? Why is it important ? How is inventory carried out in Hotels ? 20
 10. List equipment required in Hotel laundry. Discuss in detail any two machines. 20
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