

00106

MBA IN INTERNATIONAL HOSPITALITY MANAGEMENT

Term-End Examination

June, 2016

MHY-005 : HOUSEKEEPING MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. What are the Planning-Trends in Housekeeping Operations ? Explain in reference to establishing standards and monitoring performance. 20
2. Write notes on : 10x2=20
 - (a) Effective Cleaning Practices
 - (b) Planning the activities of Housekeeping Department
3. Discuss in detail about 'Selection and Recruitment of Employees in Housekeeping. 20
4. Write notes on : 10x2=20
 - (a) Training and Supervision in Housekeeping
 - (b) Organisational structure of Housekeeping
5. Give Job description of : 10x2=20
 - (a) Executive Housekeeping
 - (b) Desk attendant

6. Write notes on : 10x2=20
- (a) Objectives and importance of Eco - friendly Housekeeping.
 - (b) Eco - friendly Cleaning Supplies
7. Discuss the Budgeting Process in Managing Housekeeping Operations. 20
8. Write notes on : 5x4=20
- (a) Tools in Flower Arrangement
 - (b) Types of Flower Arrangement
 - (c) Principles of Design
 - (d) Outsource Services in Housekeeping
9. Write an essay on 'Linen and Inventory Control in Housekeeping'. 20
10. Write in detail about 'Handling of Guest Laundry'. 20
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