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**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

June, 2017

MHY-005 : HOUSEKEEPING MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

(ii) *All questions carry equal marks.*

1. Define SOPs. Write SOP for Public Area Cleaning. 20
2. Write notes on any two of the following : 10x2=20
 - (a) Establishing Standards
 - (b) Monitoring Performance
 - (c) Role of Floor Supervisor
3. Draw organisation chart, calculate staff requirement and prepare duty rota (only for Housekeeping Supervisors) for housekeeping staff of a 150 room hotel. 20
4. Explain the role of training and mentoring in improving efficiency of a Housekeeping department. 20
5. Explain briefly various principles of design in relation to designing of interiors of public area in a hotel. 20

6. Draw a flow chart for a medium sized laundry. 20
Explain any two machines in detail.
7. Write notes on : 10x2=20
(a) Waste reduction programme in House-keeping of a Hotel.
(b) Recycling of water and its use in Hotel industry.
8. What is Budgeting ? Discuss the role of budgeting in Housekeeping. 20
9. Explain role and importance of colours in interior design. Discuss two different colour schemes. 20
10. Explain the method of issue and control procedure of all Housekeeping supplies. 20
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