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**MHY-005**

**M. B. A. IN INTERNATIONAL  
HOSPITALITY MANAGEMENT**

**(MBAIHM)**

**Term-End Examination**

**June, 2019**

**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. Discuss the steps to be taken to ensure the effective use and control of supplies and equipment in Housekeeping department. 20
  
2. How would you plan the activities of the housekeeping department of a medium sized hotel? 20

(A-23) P. T. O.

3. Calculate the staff required for the housekeeping deptt. of a 200 room star hotel having 4 restaurants, 1 coffee shop, 2 banquet halls and a bar. Prepare the duty roster for Public Area Attendants with justifications for the same. 20
4. Explain any *two* of the following : 10×2=20
- (a) Time and Motion Study
  - (b) Eco-friendly cleaning supplies
  - (c) Training and supervision
5. Write in detail about the objectives and importance of Eco-friendly housekeeping. 20
6. Describe the management responsibilities of Executive Housekeeper in a chain hotel. 20
7. Explain the principles of interior design that are followed to achieve aesthetically for the designed guest room. 20
8. Write a note on outsource services in context of Housekeeping. 20

9. Discuss the different types of colour schemes and explain the role of colour in interior designing. 20

10. Write short notes on the following : 10×2=20

(a) Issue and control of the housekeeping minor supplies

(b) Hotel laundry and guest laundry operations.