

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT (MBA IHM)**

8
8
0
0
0

Term-End Examination

June, 2015

MHY-005 : HOUSEKEEPING MANAGEMENT

Time : 3 hours

Maximum Marks : 100

- Note :** (i) *Attempt any five questions.*
(ii) *All questions carry equal marks.*

1. List SOPs of Room Cleaning of a 5 - Star Hotel. **20**
2. How would you ensure effective use and control of supplies and equipment in Housekeeping Department ? **20**
3. Draw the organisational structure of Housekeeping Department of a medium sized hotel. Explain duties of Public Area Supervisor. **20**
4. Explain : **10x2=20**
 - (a) Selection and requirement of employees.
 - (b) Time and Motion Study.
5. (a) What are the objectives and importance of Ecofriendly Housekeeping practices ? **20**
 - (b) Write about Recycling of water and its use.

6. Explain different colour schemes, giving suitability for different areas. 20
7. Suggest suitable flower arrangements for : 20
(a) Reception Counter
(b) Dining table
Make drawings and name flowers and foliage.
8. Explain linen room procedure for handling of hotel linen and laundry as well as guest laundry. 20
9. How to keep a control on issue and usage of major and minor Housekeeping supplies ? 20
10. Write in brief : (any four) 4x5=20
(a) Balance
(b) Proportion
(c) Lighting
(d) Colour
(e) Space
-