

00920

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

**Term-End Examination
December, 2011**

MHY-005 : HOUSEKEEPING MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. (a) What is a Duty Roster ? What are the factors to be considered while preparing duty roster for Housekeeping Department ?
- (b) Plan requirement for room boys and floor supervisors for a 100 room 4 star hotel having 80% occupancy. Give requirement for all 3 shifts. **10+10=20**
2. Explain briefly : **4x5=20**
- (a) Work schedules
- (b) Maids work cards
- (c) Performance Appraisal
- (d) Time and motion study

3. (a) Draw organisation chart of the Housekeeping Department of a medium size 5 - star hotel.
- (b) List duties and responsibilities of Public Area Supervisor. **10+10=20**
4. What are Area Inventory lists and Frequency Schedules? How are they relevant in the planning of Housekeeping Operations? **20**
5. Discuss various methods of purchasing with their relative advantages and disadvantages. Give relevant examples for each method. **20**
6. Differentiate between (*any four*): **4x5=20**
- (a) Primary and Secondary Colours
- (b) Accent Lighting and Task Lighting
- (c) Capital Budget and Operating Budget
- (d) Purchase Requisition and Purchase Order
- (e) Safety and Security
7. Explain briefly ten ways for altering dimensions of a room visually by using element and principles of design. **20**

8. Match the following :

2x10=20

A		B	
(a) Valance	(i) Restaurant linen		
(b) Four Poster	(ii) Methylated Spirit		
(c) Grass Stain	(iii) Animal Fibre		
(d) Damask	(iv) Stuffing		
(e) Silk	(v) Bed		
(f) Gladioli	(vi) Soft furnishing		
(g) Kapok	(vii) Japanese		
(h) Ikebana	(viii) Tall flowers		
(i) Chrysanthemum	(ix) Plants		
(j) Repotting	(x) Seasonal		

9. Write notes on :

10x2=20

- (a) Stages in wash cycle
- (b) Selection of bath linen

10. Explain briefly the practices used in different departments in Eco friendly hotels for conservation of energy and water. 20
