

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

00121

Term-End Examination

December, 2014

MHY-005 : HOUSEKEEPING MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. What are the duties and responsibilities of an Executive Housekeeper ? 20
2. Calculate the staff requirement of the Housekeeping Department of a 200-room five-star hotel having two restaurants and a coffee shop. Explain the basis of calculations. 20
3. Write short notes on the following : 4×5=20
 - (a) Training
 - (b) Supervision
 - (c) SOP
 - (d) Duty Rota
4. List the practices followed in Eco-friendly Hotels. Discuss their objectives and importance. 20

5. Write about Budgeting in the context of Housekeeping Department. 20
6. What do you understand by outsourced service ? How can outsourcing be compared with in-house cleaning ? 20
7. Explain any *ten* of the following in brief : $10 \times 2 = 20$
- (i) Vertical lines
 - (ii) Horizontal lines
 - (iii) Diagonal lines
 - (iv) Curved lines
 - (v) Symmetrical balance
 - (vi) Asymmetrical balance
 - (vii) Space
 - (viii) Direct lighting
 - (ix) Indirect lighting
 - (x) Diffused lighting
 - (xi) Monochromatic colour scheme
 - (xii) Triad
8. What is water harvesting ? How can a hotel housekeeping department reduce and recycle water ? 20
9. Draw a diagram of a hotel laundry and label the equipment. Discuss any two equipment in detail. 20
10. List the records maintained in the Linen Room of a hotel and draw proforma for any two. 20
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