

00414

**MBA IN INTERNATIONAL HOSPITALITY  
MANAGEMENT**

**Term-End Examination**

**June, 2014**

**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. (a) Discuss the role of housekeeping department in a hotel. 10+10  
(b) List responsibilities of executive home keeper.
2. Explain SOPS. Prepare a SOP for cleaning of window. 20
3. Calculate and justify housekeeping staff requirement for a 150 rooms four star hotel having three F and B outlets. 20
4. Write brief notes on the followings : 10+10  
(a) Duty Rota  
(b) Time and Motion Study
5. What are the objectives and importance of ecofriendly practices in hospitality sector ? 20

6. Discuss the method, role and use of water recycling in hotels. 20
  7. Discuss the role of various elements of arts in designing of interiors. 20
  8. Explain the importance of the followings : 10+10
    - (a) Budgeting
    - (b) Colour wheel
  9. List records maintained in Linen Room of a hotel. 20  
Explain any two, with performa.
  10. Write brief note on : 10+10
    - (a) Handling of Guest Laundry
    - (b) Issue and Control of HK Supplies
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