

**R0146**

**Sub. Code**

**2HM1C1**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2023**

**First Semester**

**Catering Science and Hotel Management**

**COOKERY AND CULINARY ARTS**

**(CBCS – 2022 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** the following objective questions by choosing the correct option.

1. When did the development of culinary arts begin to flourish during the Middle Ages? (CO1, K1)  
(a) 5<sup>th</sup> century                      (b) 12<sup>th</sup> century  
(c) 16<sup>th</sup> century                      (d) 19<sup>th</sup> century
2. Which of the following Indian regional cuisines is known for its use of coconut milk and seafood? (CO1, K1)  
(a) Punjabi cuisine                      (b) Bengali cuisine  
(c) Goan cuisine                      (d) Rajasthani cuisine
3. What is the primary aim of cooking food? (CO2, K2)  
(a) Enhancing nutritional value  
(b) Achieving desired flavors and textures  
(c) Reducing food waste  
(d) Decreasing cooking time
4. Which of the following textures is typically associated with a crunchy sensation in food? (CO2, K2)  
(a) Smooth                      (b) Creamy  
(c) Chewy                      (d) Crispy

5. In a typical kitchen organization chart, who is responsible for overseeing the entire kitchen operation? (CO3, K4)
- (a) Sous Chef (b) Executive Chef  
(c) Line Cook (d) Pastry Chef
6. Which type of kitchen equipment is commonly used for grilling and searing foods at high temperatures? (CO3, K4)
- (a) Oven (b) Range  
(c) Grill (d) Microwave
7. What category of vegetables includes root vegetables like carrots, potatoes, and turnips? (CO4, K1)
- (a) Leafy greens (b) Cruciferous vegetables  
(c) Allium vegetables (d) Tubers
8. When purchasing fish, what characteristic should you look for to ensure freshness? (CO4, K1)
- (a) Dry, cloudy eyes (b) A strong fishy odor  
(c) Firm, elastic flesh (d) Slimy texture
9. What is a stock in culinary terms? (CO5, K1)
- (a) A concentrated fruit juice  
(b) A nutrition and flavorful liquid  
(c) A type of thickened sauce  
(d) A type of fermented dairy product
10. What are derivatives in the context of sauces? (CO5, K1)
- (a) Alternative names for mother sauces  
(b) Sauces made with added seasonings and ingredients using mother sauces as a base  
(c) Types of garnishes for sauces  
(d) Sauces used only in dessert dishes

**Part B**

(5 × 5 = 25)

Answer **all** the following questions not more than 500 words each.

11. (a) Explain how the Industrial Revolution influenced the way food is prepared and consumed. (CO1, K1)

Or

- (b) What are the role and types of thickening agents? (CO1, K1)

12. (a) What is the objective of blanching vegetables before incorporating them into a dish? (CO4, K1)

Or

- (b) What are the key principles of menu planning, and why are they important in the culinary industry? (CO2, K2)

13. (a) Explain the role and responsibilities of an Executive Chef in a kitchen. (CO3, K4)

Or

- (b) Explain the various methods of cooking. (CO3, K4)

14. (a) List out two methods of cooking vegetables that help preserve their nutritional value. (CO4, K1)

Or

- (b) Explain the process of filleting a fish and why it's important in fish cookery. (CO4, K1)

15. (a) Explain the importance of proper stock storage. (CO5, K1)

Or

- (b) Describe the classification of soups based on their consistency and ingredients. (CO5, K1)

**Part C**

(5 × 8 = 40)

Answer **all** the following questions not more than  
1000 words each.

16. (a) Illustrate the Indian regional cuisine. (CO1, K1)  
Or  
(b) Write an essay on the importance of maintaining high standards of hygiene and safety in a professional kitchen. (CO1, K1)
17. (a) Enumerate the Characteristics of Raw materials. Write the short from each. (CO2, K2)  
Or  
(b) Discuss the role of raising agents in baking and their impact on the texture and rise of baked goods. (CO2, K2)
18. (a) Write an essay comparing the classical brigade system with modern staffing practices in the hotel industry. (CO3, K4)  
Or  
(b) Explain the importance of regular maintenance and care for kitchen equipment. (CO3, K4)
19. (a) Explain the versatility of fruits in cookery. Discuss how fruits can be used in appetizers, main courses, desserts, and beverages. (CO4, K1)  
Or  
(b) Discuss the significance of meat in various cuisines. Explain how they use meat in traditional dishes, including cuts, marination, and cooking techniques. (CO4, K1)
20. (a) Write an essay on the cultural diversity of soups around the world. Choose two International soups from different regions. (CO5, K1)  
Or  
(b) Discuss the relationship between sauces and garnishes in culinary presentations. Explain how specific sauces complement certain garnishes. (CO5, K1)

**R0147**

**Sub. Code**

**2HM1A1**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2023**

**First Semester**

**Catering Science And Hotel Management**

**Allied – BASIC FOOD AND BEVERAGE SERVICE**

**(CBCS – 2022 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10× 1 = 10)

Answer all the following objective questions by choosing the correct option.

1. The person who takes guest food orders from room is called as \_\_\_\_\_. (CO1, K2)  
(a) Valet                      (b) Order taker  
(c) Plunger                    (d) Counter assistant
2. An outlet that runs 24 hours in a hotel is called as \_\_\_\_\_. (CO1, K2)  
(a) Specialty restaurant  
(b) Night club  
(c) Coffee shop  
(d) Dinner
3. Identify the another name for sideboard from the following (CO1, K2)  
(a) Dummy waiter          (b) Hostess  
(c) Concierge                (d) Bell desk

4. Identify the hollowware from the following (CO2, K2)  
(a) Sauce boat (b) cheese knife  
(c) Sundae glass (d) Soup spoon
5. List the duties and responsibilities of a bus boy (CO2, K2)  
(a) To collect fresh linen  
(b) Polish the crockery  
(c) Stock the crockery  
(d) All the above
6. Which one is an important for personal hygiene from the following? (CO3, K2)  
(a) Daily bath (b) Cleaned vessel  
(c) Clean floor (d) All the above
7. English service is also called as \_\_\_\_\_ service. (CO4, K5)  
(a) Host (b) Gueridon  
(c) Silver (d) None of the above
8. A late morning meal that covers breakfast and lunch is known as (CO4, K5)  
(a) High tea (b) Brunch  
(c) Supper (d) Dinner
9. \_\_\_\_\_ is an example of nourishing drink. (CO5, K4)  
(a) Tea (b) Horlicks  
(c) Cola (d) Water
10. Which part of the bar is a work station? (CO5, K4)  
(a) Front bar (b) Under bar  
(c) Back bar (d) None of the above

**Part B**

(5 × 5 = 25)

Answer all the following questions not more than 500 words each.

11. (a) Explain the duties and responsibilities of room service order taker. (CO1, K2)

Or

- (b) Classify the various types of F&B service outlet in a hotel. (CO1, K2)

12. (a) Distinguish between mis- en- place and mis- en- scene. (CO2, K2)

Or

- (b) Categorize the various linens used in a restaurant with its use. (CO2, K2)

13. (a) Explain the departmental coordination between the F&B service department and kitchen department. (CO3, K2)

Or

- (b) Explain the attributes of a waiter. (CO3, K2)

14. (a) Elucidate the types of Menu. (CO4, K5)

Or

- (b) Explain the different types of meals. (CO4, K5)

15. (a) Draw the layout of a Bar. Explain the various parts of a bar. (CO5, K4)

Or

- (b) Explain about the milk based drinks. (CO5, K4)

**Part C**

(5 × 8 = 40)

Answer all the following questions not more than 1000 words each.

16. (a) What is catering establishment? List out & explain the different types of catering establishments in detail. (CO1, K2)

Or

- (b) Explain the types of room service. (CO1, K2)

17. (a) Classify the service equipment's and explain its uses. (CO2, K2)

Or

- (b) Summarize the necessary mis-en-place required in restaurant before service. (CO2, K2)

18. (a) Draw the organizational structure of F&B service department and explain the duties and responsibilities of various staff. (CO3, K2)

Or

- (b) Explain the personal hygiene to be followed in a hotel with its necessity. (CO3, K2)

19. (a) List out the factors to be considered while planning a menu and explain. (CO4, K5)

Or

- (b) Discuss about the various types of service. (CO4, K5)

20. (a) Categorize the various types of bar equipment and explain its uses. (CO5, K4)

Or

- (b) Categorize the types of non-alcoholic beverages and explain. (CO5, K4)



**R0148**

**Sub. Code**

**2HM3C1**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2023**

**Third Semester**

**Catering Science and Hotel Management**

**FOOD PRODUCTION OPERATION**

**(CBCS – 2022 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** the following objective questions  
by choosing the correct option

1. Name the welfare catering which provides food and beverages to students in schools and colleges at highly subsidized rates. (CO1, K1)
  - (a) Industrial catering
  - (b) Institutional catering
  - (c) Off premise catering
  - (d) None of the above
2. Choose from the following the points to be taken in consideration while planning a menu. (CO1, K1)
  - (a) Menu balance (b) Colour repetition
  - (c) Menu engineering (d) All the above
3. Traditional Kashmiri cooking is called as \_\_\_\_\_ (CO2, K2)
  - (a) Wazwan (b) Baati
  - (c) Mughlai (d) Awadhi

4. \_\_\_\_\_ and \_\_\_\_\_ are staple foods of Goa. (CO2, K2)
- (a) Rice and fish (b) Wheat and fish  
(c) Wheat and mutton (d) Rice and chicken
5. Identify the specification included in the standard purchase specification from the following. (CO3, K3)
- (a) Name of the product  
(b) Unit price  
(c) Grading  
(d) All the above
6. Identify the main objectives of inventory from the following. (CO3, K3)
- (a) To determine the value of stock in hand  
(b) To fix the price  
(c) To compare the assess  
(d) All the above
7. What is the other name of pot wash? (CO4, K1)
- (a) Scullery (b) Pantry  
(c) Stewarding (d) All the above
8. Name the product (cleaning agents) uses for dishwashing machine. (CO4, K1)
- (a) R. Klin (b) Dry master  
(c) MP8 (d) All the above
9. Name the importance of yield management. (CO5, K1)
- (a) To determine product pricing  
(b) To allocate job  
(c) Skill level of the job  
(d) All the above

10. Name the chef who is in charge of Roast Section. (CO5, K1)
- (a) Chef Rotisseur
  - (b) Chef Patisserie
  - (c) Chef Gardemanger
  - (d) Chef Saucier

**Part B** (5 × 5 = 25)

Answer **all** the following objective questions  
not more than 500 words each.

11. (a) What is standardized recipe? Explain. (CO1, K1)
- Or
- (b) Describe the Institutional catering. (CO1, K1)
12. (a) Explain the Goan catholic cuisine. (CO2, K2)
- Or
- (b) Explain the Chettinadu cuisine. (CO2, K2)
13. (a) Elucidate the advantages of purchase specification. (CO3, K3)
- Or
- (b) List out the objectives of inventory. (CO3, K3)
14. (a) Explain the importance of kitchen stewarding. (CO4, K1)
- Or
- (b) Categorize the various equipment's used in kitchen stewarding department. (CO4, K1)
15. (a) Explain on Duty Rosters with a format. (CO5, K1)
- Or
- (b) Explain the yield management with its importance. (CO5, K1)

**Part C**

(5 × 8 = 40)

Answer **all** the following objective questions  
not more than 1000 words each.

16. (a) List out and explain the various types of welfare catering. (CO1, K1)

Or

- (b) What is menu planning? List out the factors affecting menu planning. (CO1, K1)

17. (a) Explain any two leavened and unleavened breads in India. (CO2, K2)

Or

- (b) Explain the important spices and ingredients used in Indian cuisine. (CO2, K2)

18. (a) Discuss about the various purchasing methods. (CO3, K3)

Or

- (b) Elucidate the various types of store. Explain on storage procedure. (CO3, K3)

19. (a) Summarize the garbage disposal. (CO4, K1)

Or

- (b) Explain the organization hierarchy of kitchen stewarding department. (CO4, K1)

20. (a) Draw and explain the Kitchen organization. (CO5, K1)

Or

- (b) Summarize the production scheduling with its importance and functions. (CO5, K1)

**R0149**

**Sub. Code**

**2HM3C2**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2023**

**Third Semester**

**Catering Science and Hotel Management**

**HOSPITALITY FRENCH – I**

**(CBCS – 2022 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Choisissez la bonne réponse :

1. Trouvez le nom du nombre : 5 (CO1, K1)  
(a) cinq (b) cinq  
(c) cingu (d) cinqs
2. Elle \_\_\_\_\_ un bon vin. (CO1, K1)  
(a) a (b) va  
(c) es (d) ai
3. Camembert est un \_\_\_\_\_ français. (CO2, K2)  
(a) parfum (b) vin  
(c) fromage (d) chocolat
4. \_\_\_\_\_ appétit. (CO3, K2)  
(a) Bonne (b) Bons  
(c) Bon (d) Bonnes.

5. \_\_\_\_\_ restaurant. (CO3, K3)  
 (a) Des (b) Une  
 (c) Un (d) La
6. J' \_\_\_\_\_ une reservation. (CO3, K2)  
 (a) aie (b) as  
 (c) ai (d) avons
7. Je \_\_\_\_\_ un garçon. (CO4, K1)  
 (a) suis (b) as  
 (c) ai (d) est
8. \_\_\_\_\_ journée. (CO4, K1)  
 (a) Bon (b) Bons  
 (c) Bonne (d) Bone
9. À \_\_\_\_\_ nom, s'il vous plaît? (CO5, K1)  
 (a) quel (b) quelle  
 (c) quels (d) que
10. Pour quitter quelqu'un dit \_\_\_\_\_. (CO5, K1)  
 (a) bonjour (b) au revoir  
 (c) bonne nuit (d) bonsoir

**Part B** (5 × 5 = 25)

Répondez à toutes les questions.

11. (a) Complétez les dialogues avec les mots donnés: (CO2, K1)  
 (S'il vous plaît, c'est exact, à quel, j'ai)  
 (i) Bonjour \_\_\_\_\_ une réservation.  
 (ii) \_\_\_\_\_ nom \_\_\_\_\_?

(iii) Renard.

(iv) \_\_\_\_\_ votre nom s'il vous plaît!

(v) \_\_\_\_\_ Bienvenue. Monsieur Renard.

Or

(b) Écrivez la conjugaison du verbe « Être » (CO1, K1)

12. (a) Écrivez les mois de l'année. (CO2, K2)

Or

(b) Complétez le dialogue. (CO3, K2)

[Épeler, est-ce que, Je suis, pouvez]

(i) Bonsoir \_\_\_\_\_ martine  
Legrand , J'ai une réservation.

(ii) Excusez- moi \_\_\_\_\_  
vous \_\_\_\_\_ votre nom?

13. (a) Écrivez les nombres en lettres: (CO3, K3)

(i) 30 \_\_\_\_\_

(ii) 20 \_\_\_\_\_

(iii) 40 \_\_\_\_\_

(iv) 15 \_\_\_\_\_

(v) 13 \_\_\_\_\_

Or

(b) Complétez les expressions. (CO3, K3)

(Bon, Bonne)

(i) \_\_\_\_\_ soir.

(ii) \_\_\_\_\_ nuit.

- (iii) \_\_\_\_\_ voyage.
- (iv) \_\_\_\_\_ jour.
- (v) \_\_\_\_\_ soirée.

14. (a) Retrouvez Les mots: (CO4, K2)

- (i) vibenneue \_\_\_\_\_
- (ii) vetoiur \_\_\_\_\_
- (iii) tachnéne \_\_\_\_\_
- (iv) harcfufue \_\_\_\_\_
- (v) ournob \_\_\_\_\_

Or

(b) Écrivez la conjugaison du verbe « Avoir » (CO4, K1)

15. (a) Écrivez les jours de la semaine. (CO3, K1)

Or

(b) Mettez les articles indéfinis. (un, une, des)(CO5, K2)

- (i) \_\_\_\_\_ cuisine.
- (ii) \_\_\_\_\_ Hôtel
- (iii) \_\_\_\_\_ chambres.
- (iv) \_\_\_\_\_ garçon
- (v) \_\_\_\_\_ touriste.

**Part C**

(5 × 8 = 40)

Répondez à CINQ des questions.

16. (a) Traduisez en anglais : (CO1, K1)

M. Henri : Bonsoir, Nous avons une réservation.

Réceptionnaire : Bonsoir, monsieur À quel nom ,s'il vous plait?



M. Henri : Henri.  
Réceptionnaire : Un instant, s'il vous plaît !  
[...] c'est exact. Une chambre double pour trois nuits?  
M. Henri : oui, On voudrait une chambre calme.  
Réceptionnaire : Bien [...] Vous avez la chambre n4, côté piscine  
M. Henri : Ah, il y a une piscine. Est-ce que la chambre est climatisée?  
Réceptionnaire : oui, bien sûr !

Or

(b) Reconstituez le dialogue (CO3, K1)

M. Lacroix : Merci, Au revoir  
Réceptionnaire : À votre service, Monsieur, Bonne journée.  
M. Lacroix : Est-ce que la voiture est là?  
Réceptionnaire : Oui, Monsieur, voilà votre chauffeur.  
M. Lacroix : Bonjour, Est-ce que ma voiture est ici ?  
Réceptionnaire : Excusez-moi, monsieur. Est-ce que vous pouvez répéter votre question?  
Réceptionnaire : Bonjour monsieur, Lacroix.

17. (a) Écrivez le dialogue pour réserver une chambre entre le client et l'employé. (CO2, K1)

Or

(b) Traduisez en anglais (CO3, K2)

M. Girard : Bonjour, J'ai une réservation.

Réceptionnaire : Bonjour, monsieur. À quel nom, s'il vous plaît?.

M. Girard : Girard.

Réceptionnaire : [...] c'est exact, Bienvenue, Monsieur Girard.

Mme. Dupont : Bonsoir, Je m'appelle François Dupont. J'ai une réservation.

Réceptionnaire : Excusez- moi, madame, Est-ce que vous pouvez épeler votre nom?

Mme. Dupont : D, U, P, O, N, T.

Réceptionnaire : Merci [ ].

18. (a) Construisez des dialogues. (CO3, K1)

(i) Madame, réservation

– Bonjour, madame, j'ai votre réservation

– Merci

– À votre service.

(ii) Monsieur, n de téléphone

(iii) Madamepetit, confirmation.

(iv) Monsieur Baud, billet

(v) Madame, passeport

(vi) Messieurs-dames, programme

Or

(b) Écrivez les nombres en Français [0 à 50] (CO3, K3)

19. (a) Écrivez le dialogue pour réserver une table dans le restaurant chinois pour quatre personnes entre le client et l'employé. (CO4, K1)

Or

- (b) Écrivez le dialogue entre les touristes et le guide. (CO1, K1)

20. (a) Complétez tes phrases. (CO5, K1)

[an, à, en, aux]

- (i) Bienvenue \_\_\_\_\_ Inde, monsieur Marchand.
- (ii) Bienvenue \_\_\_\_\_ Delhi. Messieurs – dames.
- (iii) Bienvenue \_\_\_\_\_ Rajasthan, madame Bernard.
- (iv) Bienvenue \_\_\_\_\_ Bangalore, messieurs.
- (v) Bienvenue \_\_\_\_\_ Andhra Pradesh, mesdames.
- (vi) Bienvenue \_\_\_\_\_ France, Monsieur Shastry.
- (vii) Bienvenue \_\_\_\_\_ Bénarès.
- (viii) Bienvenue \_\_\_\_\_ états–unis.

Or

- (b) Construisez des phrases. (CO4, K1)

- (i) Il, Siddiq, un chauffeur, Mysore. Il s'appelle Siddiq. Il est chauffeur. Il est de Mysore.
- (ii) Je, Shankar, un étudiant, Bhopal

- (iii) elle, Priya, une secrétaire, Lucknow
  - (iv) Je, Raman, un guide, Cochin
  - (v) Il, Paul Marchand, un ingénieur ,Lyon
  - (vi) Je, Parminder, un maître d'hôtel, Ahmedabad.
  - (vii) Je, Karthik, un guide , Chennai.
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**R0150**

**Sub. Code**

**2HM3A1**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2023**

**Third Semester**

**Catering Science and Hotel Management**

**Allied : BASIC ACCOMMODATION OPERATION**

**(CBCS – 2022 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** the following objective questions by choosing the correct option.

1. What is the primary role of housekeeping in the hospitality industry? (CO1, K1)
  - (a) Managing restaurant operations
  - (b) Ensuring guest comfort and cleanliness
  - (c) Providing entertainment services
  - (d) Handling front desk operations
  
2. What is the primary goal of housekeeping in ensuring guest satisfaction? (CO1, K1)
  - (a) Maximizing room revenue
  - (b) Minimizing maintenance cost
  - (c) Meeting or exceeding guest expectations
  - (d) Reducing staff turnover

3. In a large hotel, which of the following is most likely to be the head of the housekeeping department? (CO2, K2)
- (a) Housekeeping Manager
  - (b) Executive Housekeeper
  - (c) Room Attendant
  - (d) Laundry Supervisor
4. What is the primary responsibility of a room attendant in a hotel? (CO2, K2)
- (a) Managing guest reservations
  - (b) Preparing housekeeping budgets
  - (c) Cleaning and maintaining guest rooms
  - (d) Handling guest complaints
5. What is the primary goal of implementing hygiene and safety measures in cleaning processes? (CO3, K3)
- (a) To reduce cleaning costs
  - (b) To maintain a pleasant fragrance
  - (c) To prevent accidents and promote health
  - (d) To increase cleaning efficiency
6. Which of the following best describes “periodic cleaning” in a cleaning schedule? (CO3, K3)
- (a) Cleaning performed once a week
  - (b) Routine daily cleaning
  - (c) Cleaning carried out at irregular intervals
  - (d) Emergency cleaning

7. What is a critical factor to consider when selecting cleaning agents for a specific cleaning task? (CO4, K5)
- (a) Color of the cleaning agent
  - (b) Scent of the cleaning agent
  - (c) pH level and compatibility with the surface
  - (d) Price of the cleaning agent
8. Why is it essential to regularly maintain cleaning equipment? (CO4, K5)
- (a) To increase the weight of the equipment
  - (b) To make the equipment look more appealing
  - (c) To ensure the equipment functions efficiently and safely
  - (d) To decrease the lifespan of the equipment
9. In a hotel, which department is typically responsible for coordinating guest check-in and check-out processes? (CO5, K6)
- (a) Housekeeping
  - (b) Front Office
  - (c) Food and Beverage
  - (d) Maintenance
10. What is the primary goal of public area cleaning in hospitality establishments? (CO5, K6)
- (a) To maintain employee workspaces
  - (b) To create a comfortable and welcoming environment for guests
  - (c) To focus exclusively on guest room cleaning
  - (d) To reduce operational costs

**Part B**

(5 × 5 = 25)

Answer **all** the questions not more than 500 words each.

11. (a) Explain the role of the housekeeping department in a hotel or hospitality establishment. (CO1, K1)

Or

- (b) Describe how housekeeping can proactively address guest complaints and ensure a positive customer experience. (CO1, K1)

12. (a) Explain the roles and responsibilities of key positions within each hierarchy. (CO2, K2)

Or

- (b) Identify and explain the core responsibilities of housekeeping staff in a hotel. (CO2, K2)

13. (a) Explain the methods and techniques used to organize cleaning activities in a star Hotels. (CO3, K3)

Or

- (b) Describe design features that are commonly incorporated into buildings or equipment to simplify the cleaning process. (CO3, K3)

14. (a) Enumerate the best practices for using, caring for, and storing cleaning agents in a housekeeping. (CO4, K5)

Or

- (b) Explain the considerations and criteria that should be taken into account when selecting cleaning equipment for various cleaning tasks. (CO4, K5)



15. (a) Illustrate the importance of fostering positive interdepartmental relationships with security. (CO5, K6)

Or

- (b) Explain the key areas and spaces considered part of public area cleaning in hotels. (CO5, K6)

**Part C** (5 × 8 = 40)

Answer **all** the questions not more than 1000 words each.

16. (a) Explain the relationship between housekeeping and guest satisfaction in the hospitality industry. (CO1, K1)

Or

- (b) Discuss strategies that housekeeping departments can implement to encourage repeat business and guest loyalty. (CO1, K1)

17. (a) Explore the essential personality traits and skills required for effective management personnel in the housekeeping department. (CO2, K2)

Or

- (b) Describe the layout and organization of the housekeeping department within a hotel. (CO2, K2)

18. (a) Discuss the importance of selecting the right cleaning agents, equipment, and techniques. (CO3, K3)

Or

- (b) Explain how regular maintenance, cleaning, and safety practices contribute to the longevity and efficiency of cleaning equipment. (CO3, K3)

19. (a) Write an essay on the various cleaning methods suitable for different types of surfaces, such as glass, wood, tile, and fabric. (CO4, K5)

Or

- (b) Enumerate the significance of regular maintenance and proper storage of cleaning equipment in a housekeeping department. (CO4, K5)
20. (a) Illustrate the significance of strong interdepartmental relationships with all departments in a hotel. (CO5, K6)

Or

- (b) Explain the unique challenges and considerations for each type of cleaning and how they can be managed effectively. (CO5, K6)
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