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CB – 382

VI Semester B.Com. (Tourism and Travel Management)  
Examination, August/September 2023  
(CBCS) (2022-23 and Onwards) (Fresh) TTM  
6.4 : HOUSEKEEPING MANAGEMENT

Time : 3 Hours

Max. Marks : 70

**Instruction :** Answer in **English** only.

SECTION – A

1. Answer **any five** of the following. **Each** question carries **two** marks. (5×2=10)
- What is housekeeping management ?
  - Mention any two functions of housekeeping department.
  - State any two factors for staffing requirements.
  - Name any two equipments used in hotels by housekeeping.
  - Mention any two objectives of conducting a room inspection in housekeeping.
  - What is guests special request register ?



SECTION – B

- Answer **any three** of the following. **Each** question carries **five** marks. (3×5=15)
- Elucidate the role and responsibilities of a housekeeping manager in a hotel.
  - Explain the importance of effective communication and co-ordination of housekeeping department of the hotel.
  - What is a room report ? Explain its purpose and significance.
  - Discuss the role of room inspections in maintaining high standards of cleanliness in hotel.

P.T.O.



SECTION – C

Answer **any three** of the following questions. **Each** question carries **fifteen** marks.

**(3×15=45)**

6. Draw an organization chart of the housekeeping department. Explain.
7. What is job description ? Describe the job description of a housekeeping manager and laundry manager.
8. Explain the different types of cleaning equipments used in hotel housekeeping.
9. What are the essential room reports and records maintained in housekeeping ? Explain.