



44

NP – 382

VI Semester B.Com. (TTM) Examination, July/August 2024  
(NEP)

**TOURISM AND TRAVEL MANAGEMENT**

**6.5 : House Keeping Management**

Time : 2½ Hours

Max. Marks : 60

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

**SECTION – A**

Answer **any six** sub-questions. **Each** question carries **2** marks :

**(2×6=12)**

1. a) What is house keeping management ?  
b) What is job description ?  
c) Mention any two management functions in house keeping.  
d) Mention any two objectives of laundry services.  
e) What do you mean by budgeting ?  
f) What is attendance record ?  
g) Mention the role of housing department.  
h) What are the differences between maids report and house keeper's report ?



**SECTION – B**

Answer **any three** of the following. **Each** question carries **4** marks :

**(3×4=12)**

2. Explain the importance of house keeping department.
3. What are the importance of effective communication and co-ordination of house keeping department of the hotel ?
4. Explain the various types of linen.
5. What are the types of room cleaning services ?
6. Explain the classification of lost and found.

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## SECTION – C

Answer **any three** of the following. **Each** question carries **12** marks : **(3×12=36)**

7. Draw an organisation chart of house keeping department. Explain.
8. Explain the personal attributes of house keeping staff.
9. Briefly explain the laundering procedure.
10. Explain the different types of cleaning equipments used in hotel house keeping.
11. What are the essential room reports and records maintained in house keeping ? Explain.

