

**B.B.A. (T&H) 3rd Semester Examination, 2019**

**Subject : Accommodation Operation & Management**

**Paper : BBATH-303**

**Time: 2 hours**

**Full Marks : 50**

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words  
as far as practicable.*

*Question No 1 is compulsory and attempt any five from the rest.*

1. Answer any **four** questions: 4X 5 = 20
- a) Define housekeeping. What is the importance of housekeeping in hotel sector?
  - b) What is personal hygiene? How the personal hygiene of housekeeping staff members reflects positive image of a hotel?
  - c) Name five cleaning agents used to clean metallic surfaces in a hotel.
  - d) What are the functions of linen and uniform room?
  - e) Write a note on night auditing.
  - f) Mention any four major activity of housekeeping department.
- Answer any **three** questions
2. Draw the organisation structure of housekeeping department and explain the job description of housekeeping supervisor. 10
3. Explain the role of linen and laundry in housekeeping operation. 10
4. Elaborate in detail about floor cleaning and public area cleaning. 10
5. "A neat and tidy organization leaves the best and lasting impression in the minds of guest" – Justify. 10
6. Enumerate in detail on interdepartmental co-ordination of housekeeping department. 10
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