



NP – 966

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VI Semester B.Com. (TTM) Examination, June/July 2025
(NEP) (F+R)

TOURISM AND TRAVEL MANAGEMENT
6.5 : Housekeeping Management

Time : 2½ Hours

Max. Marks : 60

- Instructions :** 1) Answer *all* the Sections.
2) Answer in **English only**.

SECTION – A

Answer **any six** out of the eight questions. **Each** question carries **two** marks. (6×2=12)

1. a) Define housekeeping.
- b) Who is a housekeeper ?
- c) State the meaning of pest control.
- d) List out the qualities of housekeeper.
- e) What is the meaning of job description ?
- f) What are the non-commercial establishments ?
- g) What do you mean by handover record ?
- h) Define Maid's report.



SECTION – B

Answer **any three** out of the five questions. **Each** question carries **four** marks. (3×4=12)

2. What is Inspection ?
3. What are the types of room cleaning services ?
4. What are the qualities of housekeeping staff ?
5. Stock record – Comment on it.
6. Elucidate routine methods of work.

P.T.O.



SECTION – C

Answer **any three** out of the five questions. **Each** question carries **twelve** marks. **(3×12=36)**

7. Draw the layout of housekeeping and explain.
 8. Explain the roles and responsibilities of executive housekeeper.
 9. Discuss the coordination of housekeeping department with other departments.
 10. Differentiate job specification and job description.
 11. Write a note on Maids cart.
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