

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**December, 2013**

**BHY-034 : HOUSE KEEPING MANAGEMENT-I**

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : Attempt **any five** questions. All questions carry equal marks.*

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1. List different fabrics used in various areas of hotels. Explain their identification and selection process. 20
  
2. (a) What are the rules to be followed while removing stains ? 10+10=20  
(b) How would you remove following stains ?
  - (i) Tea
  - (ii) Wax
  - (iii) Curry
  - (iv) Rust
  - (v) Shoe Polish
  
3. Explain in brief (**any four**) : 4x5=20
  - (a) Parstock
  - (b) Drycleaning
  - (c) Marking
  - (d) Monogramming
  - (e) Spotting

4. (a) Draw a typical laundry layout.  
(b) List laundry equipment and explain any one in detail. **10+10=20**
5. Discuss procedure for prevention and eradication of rats and cockroaches from hotel kitchens. **20**
6. Write notes on : **20**  
(a) Safety of Guest property  
(b) Prevention of accidents  
(c) Handling of Emergency situations  
(d) Uniform Room
7. Explain concepts of contract services. Discuss different types of contract services. **20**
8. (a) What are the positives and negatives of contract cleaning ? **10+10=20**  
(b) Discuss pricing of contracts.
9. (a) List linen used in hotel bedrooms with attached bathrooms. Also give their sizes.  
(b) What is linen inventory ? **15+5=20**
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