

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

00341

December, 2014

BHY-034 : HOUSEKEEPING MANAGEMENT – I

Time : 3 hours

Maximum Marks : 100

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

1. Draw a layout of the laundry room of a five-star hotel. Write in detail about the activities carried out in the laundry. 20

2. Write short notes on the following : 4×5=20
 - (a) Area Inventory List
 - (b) Staffing Guide
 - (c) Work Schedules
 - (d) Job Procedures

3. How would you deal with the following types of pest infestations in a hotel : 4×5=20
 - (a) Rats
 - (b) Termites
 - (c) Bed-bugs
 - (d) Cockroaches

4. What are the principles of purchasing for linen ? 20
5. Explain the causes and prevention methods for the following hazards : 20
- (a) Burns and Scalds
 - (b) Electric Shock
6. How would you remove the following stains : $5 \times 4 = 20$
- (a) Lipstick
 - (b) Shoe polish
 - (c) Curry
 - (d) Mildew
 - (e) Rust
7. Name and describe the characteristics of five different fabrics used in hotels, giving their suitability for various areas. 20
8. Draw formats of any *two* of the following and explain their importance : $2 \times 10 = 20$
- (a) Valet Call Book
 - (b) Daily Exchange Slip
 - (c) Lost and Found Slip
9. Define Contract. What are the essential components of an outsourcing contract deed ? 20

10. Define the following terms :

10 × 2 = 20

- (a) Negotiated Buying
 - (b) Linen Chute
 - (c) Contingency Plan
 - (d) Bleach
 - (e) Laissez-faire
 - (f) Marking
 - (g) Zero Based Budgeting
 - (h) Stiffener
 - (i) Safety Stock Level
 - (j) Monogramming
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