

00252

BACHELOR IN HOTEL MANAGEMENT

Term-End Examination

December, 2015

BHY-024 : BASIC HOUSE KEEPING OPERATION

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt *any five* questions.

(ii) All questions carry *equal* marks.

1. (a) What is the scope of housekeeping department in hotel industry. **10+10=20**
(b) Explain the various sections of housekeeping department with the help of neat diagram.
2. Explain cleaning procedure of a occupied room with attached bathroom. **20**
3. Describe uses, care and storage of cleaning equipments. **20**
4. Why is the control desk crucial to the house keeping operation. Justify the statement. **20**
5. (a) List five records and registers maintained in Central Housekeeping. **10+10=20**
(b) How will you ensure safety of keys ? Discuss in detail key handling procedure.

6. How does housekeeping co - ordinate with : **5x4=20**
(a) Kitchen
(b) Engineering
(c) Security
(d) Accounts
7. Who is V.I.P. Enlist the service and amenities **20**
offered to V.I.P guest in a three star hotel.
8. Write short notes on : **5x4=20**
(a) Grand master key
(b) Sub - master key
(c) Master key
(d) Individual room key
9. (a) Write a note on frequency schedules for
cleaning. **10+10=20**
(b) Explain procedure of lost and found in
housekeeping department. Draw relevant
formats.
10. Differentiate between **any four** : **5x4=20**
(a) Disinfectant and Deodorant.
(b) Turndown service and Second service.
(c) Jacuzzi and Sauna.
(d) Squeegee and Box sweeper.
(e) Polish and Lacquer.
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