

BACHELOR IN HOTEL MANAGEMENT (BIHM)**Term-End Examination****December, 2015****BHY-034 : HOUSE KEEPING MANAGEMENT-I***Time : 3 hours**Maximum Marks : 100*

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- Note :** (i) Attempt *any five* questions.
(ii) All questions carry *equal* marks.
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1. "Training interventions are necessary to bridge performance gaps." Justify. 20
2. Define budgets. Discuss the various steps that are involved in the preparing an operations budget. 20
3. Explain components of work study. Discuss the steps involved in a typical work study. 20
4. Explain the types of floor coverings used in hotels. 20
5. Explain various methods of water conservation in hotels. 20
6. Differentiate : 10+10=20
 - (a) Housekeeping in hotels Vs. Housekeeping in hospitals.
 - (b) Housekeeping in bank Vs. Housekeeping in residential school.

7. Explain the points to be considered while designing disabled friendly room with example. 20
8. Write short notes on (**any two**) : 10+10=20
- (a) Carpets
 - (b) Window treatment
 - (c) Role of light in interiors
9. Explain briefly : 5x4=20
- (a) Performance appraisal
 - (b) Productivity standard
 - (c) Work safety in housekeeping operations.
 - (d) Environment Management System (EMS)
10. Explain various types of rooms of a five star hotel. 20
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