

BACHELOR IN HOTEL MANAGEMENT (BIHM)

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Term-End Examination

December, 2017

BHY-034 : HOUSE KEEPING MANAGEMENT-I

Time : 3 hours

Maximum Marks : 100

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

1. (a) How are fibres classified on the basis of source ? Give examples. **10**
(b) Discuss the use of fabrics in hotels. **10**
2. (a) Explain how the linen par is established. **10**
(b) Describe how linen control can be implemented in a hotel ? **10**
3. (a) Explain the laundry process in detail. **15**
(b) Discuss the reuse of discards in hotels. **5**
4. How would you remove the following stains (any 4) : **4x5=20**
(a) Ballpoint ink
(b) Chewing gum
(c) Egg
(d) Oil
(e) Curry
5. Discuss laundry under the following heads : **2x10=20**
(a) Planning and layout
(b) Equipment

6. List 10 hazards in housekeeping and the ways to deal with them safely. 20
7. What are pests ? When should one consider control of pests ? What goals should be achieved while controlling pests ? 20
8. Mention various types of contracts available in housekeeping. What are the various services offered by contract firms ? 20
9. Explain the process of dry-cleaning in brief. Discuss the advantages and disadvantages of dry cleaning. 20
10. Define the following terms (any 10) : 10x2=20
- (a) Cutting down
 - (b) Calender
 - (c) Linen chute
 - (d) Sorting
 - (e) Bast fibres
 - (f) Damask
 - (g) Yarn
 - (h) Job safety analysis
 - (i) Moulting
 - (j) Woodworm
 - (k) Contract specification
 - (l) Marking
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