

BACHELOR IN HOTEL MANAGEMENT (BIHM)

00923

Term-End Examination

June, 2012

BHY-034 : HOUSE KEEPING MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : Attempt *any five* questions.

1. Draw layout of the linen room of a hotel and write in brief about the activities carried out in the linen room. **20**

2. (a) 'Laundry is an integral part of hotel operations'. Justify the statement. **10**
(b) How would you remove following stains ? **5x2=10**
 - (i) Lipstick
 - (ii) Shoe Polish
 - (iii) Curry
 - (iv) Mildew
 - (v) Rust

3. Calculate linen requirements for a 100 room 5 star hotel operating on 70% occupancy. The hotel has 70 twin bedded rooms, 20 double rooms and 10 suites. Justify your answer. **20**

4. Explain briefly (*any eight*) : 2½x8=20
- (a) Thread count
 - (b) Selvedge
 - (c) Mercerization
 - (d) Ticking
 - (e) Marking
 - (f) Monogramming
 - (g) Sorting
 - (h) Huck a buck
 - (i) Detergent
 - (j) Warp
5. How will you deal with following types of pest infestation in a hotel ? 4x5=20
- (a) Rats
 - (b) Termites
 - (c) Bedbugs
 - (d) Cockroaches
6. Write short notes on : 4x5=20
- (a) Parstock
 - (b) Prevention of accidents
 - (c) Drycleaning
 - (d) First-Aid
7. Discuss the advantages and disadvantages of contract services. Identify the areas that can be outsourced. 20

8. (a) What are the common causes of accidents in a hotel ? **10+10**
- (b) List legal requirement for outsourcing of services.
9. Discuss Laundry Flow Process. Discuss in brief **20**
laundry equipment required in the laundry of a
5 Star Hotel.
10. Draw and discuss contents of a housekeeping **20**
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