

**BACHELOR IN HOTEL MANAGEMENT**

**Term-End Examination**

**June, 2013**

**BHY-024 : BASIC HOUSE KEEPING OPERATION**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. (a) What are the scope of housekeeping department in lodging industry ? 10
- (b) Draw a diagram of a maid's cart, along with the placement of items carried on it. 10
2. (a) "Cleaning equipments can be put into two broad categories". Explain with example. 10
- (b) Describe the use and maintenance of mops. 10
3. What are cleaning agents ? Discuss their classification and briefly describe each category of cleaning agent. 20
4. Write the Job description of a floor supervisor ? 20

5. (a) Draw the layout of housekeeping department in a large hotel. 10  
(b) Explain the activities of different sections of housekeeping department. 10
6. How does housekeeping co-ordinate with *(any four)*: 5x4=20  
(a) Front office;  
(b) Purchase;  
(c) Sales and marketing;  
(d) Engineering;  
(e) Accounts.
7. (a) Why is the control desk crucial to the housekeeping operations? 10  
(b) Draw the format of Baby-Sitting Register and Housekeeping Log Book. 10
8. What is turn-down service? Explain the procedure for turn-down service in a single room. 20
9. Explain in one line *(any ten)*: 2x10=20  
(a) Sico Room  
(b) Water Closet  
(c) Cabana  
(d) Abrasives  
(e) Efficiency Room  
(f) Dustette

- (g) Hollywood Twin Room
- (h) Crinkle sheet
- (i) Adjoining Rooms
- (j) Squeegee
- (k) Amenity
- (l) Second Service

10. Explain in brief (*any ten*):

2x10=20

- (a) OCC
  - (b) C/O
  - (c) DND
  - (d) SB
  - (e) NC
  - (f) V/C
  - (g) OOO
  - (h) DNCO
  - (i) DL
  - (j) UR
  - (k) NL
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