

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2013

BHY-034 : HOUSE KEEPING MANAGEMENT-I

Time : 3 hours

Maximum Marks : 100

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

1. Draw a laundry flow chart for a medium sized laundry. Explain any two machines in detail. 10+10=20
2. Explain step wise linen control procedure for a hotel. 20
3. Write notes on : 4x5=20
 - (a) Par stock
 - (b) Uniform room
 - (c) Discard management
 - (d) Dry cleaning
4. (a) Discuss pro's and con's of contract services.
(b) How do you price a contract ? 10+10=20
5. Discuss in detail steps to be taken for : 10x2=20
 - (a) Prevention of accidents
 - (b) Safety of Guest Belongings

6. Explain steps to be taken for prevention and control of following : **10x2=20**
- (a) Rats
 - (b) Cockroaches
7. How would you handle following situations : **4x5=20**
- (a) A guest reports money missing from his room.
 - (b) A guest burns the carpet in his room.
 - (c) A guest has a fall in the bathroom and breaks his arm.
 - (d) A guest leaves gold Jewellery on departure.
8. (a) How would you remove following stains :
- (i) Tea **10+10=20**
 - (ii) Ball pen ink
 - (iii) Rust
 - (iv) Curry
 - (v) Oil
- (b) Explain general rules to be followed while removing stains.
9. What are the different types of fibers used in hotels ? Give their characteristics and uses. **10+10=20**
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