

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**June, 2014**

**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. Draw and label linen room along with uniform room of a 500 room five star hotel. 20
2. What is linen control ? Discuss procedure for linen control in detail along with discard management. 20
3. Classify fibers. Give characteristics and uses of different types. 20
4. Draw laundry flow process of a commercial laundry. Discuss in detail two machines used in laundry. 20
5. Write notes on : 4x5=20
  - (a) Dry cleaning
  - (b) Role of Security Department
  - (c) First Aid
  - (d) Accident prevention in Hotels

6. Classify stains and explain rules to be followed while removing of stains. 20
  7. Discuss the procedure for dealing with emergency situations and crime prevention in a hotel. 20
  8. List commonly found pests. Give methods for prevention and eradication of two of them. 20
  9. Explain the concept of outsourcing. Discuss the policies, process and financial terms for outsourced services. 20
  10. How would you remove following stains (any four) : 4x5=20
    - (a) Blood
    - (b) Turmeric
    - (c) Rust
    - (d) Fruit juice
    - (e) Wax
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