

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2016

BHY-034 : HOUSE KEEPING MANAGEMENT-I

Time : 3 hours

Maximum Marks : 100

Note : (i) All questions carry equal marks.

(ii) Attempt any five questions.

1. "Team work and leadership are key points of housekeeping operations" Describe. Explain the leadership qualities of the Executive Housekeeper. **10+10=20**
2. Housekeeping departments across hotels outsource many of their routine tasks. **10+10=20**
 - (a) Identify some of the tasks that are commonly outsourced.
 - (b) Enumerate the various factors that should be taken into account while finalising a work outsourcing decision.
3. Discuss the role of Area Inventory List (AIL) as an important tool for the operations planning of the Housekeeping department. **20**
4.
 - (a) Write in detail, the role of colours in interior decoration. **10+10=20**
 - (b) Explain the types of colour schemes.

5. Explain ten effective methods of energy saving in hotels. 20
6. Define Principle of Design. Explain the elements of design. 20
7. Write short notes : 5x4=20
- (a) Buddy system
 - (b) Job specification
 - (c) Non-recycled inventory items
 - (d) Orientation
 - (e) Louvers
8. Explain the preventive measures of pest control followed in a hotel. 20
9. Differentiate between (any two) : 10+10=20
- (a) Recruitment and selection
 - (b) Induction and Training
 - (c) Capital budget and operating budget
10. (a) Differentiate between refurbishing and redecorating. 10+10=20
- (b) Explain the process to be followed by the Housekeeping department for redecorating rooms.
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