

BACHELOR IN HOTEL MANAGEMENT

Term-End Examination

June, 2018

BHY-024 : BASIC HOUSEKEEPING OPERATION

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

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1. Draw organisational structure chart of Housekeeping Department for a 200 rooms, four star hotel. 20
 2. Explain clean procedures for : 2x10=20
 - (a) Swimming Pool
 - (b) Guest elevators
 3. "Desk control is the backbone of the Housekeeping Department". Justify the statement with suitable examples. 20
 4. List various mechanical cleaning equipments and explain any five of them. 20
 5. How will you clean and maintain the following ? 5x4=20

(any five)

 - (a) Telephone in guest room
 - (b) Ceramic tiles in the bathroom
 - (c) Leather upholstered chair
 - (d) Granite floor in the lobby
 - (e) Chromium bath tap
 - (f) Chandelier in the banquet hall

6. Explain various reports prepared by Housekeeping Department. What is the importance of occupancy report ? 20
7. Write short notes on : 5x4=20
- (a) Pile lifters
 - (b) Metal polishes
 - (c) Maid's service room
 - (d) Electronic key cards
 - (e) Disinfectants
8. Briefly explain any five : 5x4=20
- (a) Sanibin
 - (b) Sewing kit
 - (c) Bath. mats
 - (d) Religious Book
 - (e) Safety Deposit facility notice
 - (f) Shaving kit
9. Explain the criterias for evaluating the following : 5x4=20
- (a) well made bed
 - (b) cleaned mirror
 - (c) cleaned WC
 - (d) cleaned telephone
 - (e) cleaned carpet
10. Explain the interdepartmental relationship between housekeeping and other departments. 20
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