

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**June, 2018**

**BHY-034 : HOUSEKEEPING 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. Describe the burning test carried out for the identification of fibres with reference to cotton, linen and silk. 20
  
2. What is the criteria for selection of the following (any 4) articles for use in hotels ? 4x5=20
  - (a) Sheets and pillowcases
  - (b) Blankets
  - (c) Bedspread
  - (d) Mattress protector
  - (e) Pillows
  
3. (a) Prepare a flowchart depicting handling of guest laundry. 10  
(b) What are the precautions undertaken while handling guest Laundry ? 10

4. How would you remove the following stains ?  
(any 4) : 4x5=20
- (a) Blood
  - (b) Candle wax
  - (c) Glue
  - (d) Milk
  - (e) Chocolate
5. Draw layout of a linen and uniform room in a 100 - room hotel. Discuss the activities carried out in a hotel linen room. 20
6. What is first-aid ? Mention few principles involved in first-aid. Write a short - note on the first-aid box. 20
7. Write short notes on the characteristics and control of the following (any 4) : 4x5=20
- (a) Cockroaches
  - (b) Moths
  - (c) Flies
  - (d) Mice and Rats
  - (e) Bedbugs
8. What are the pros. and cons. of using external contract service ? Explain. 20

9. Define the following terms (any 10) : 10x2=20

- (a) Condemned Linen
- (b) Laundromats
- (c) Selvedge
- (d) Spotting
- (e) Blends
- (f) Filament Fibres
- (g) Ramie
- (h) MSDS
- (i) Pheromones
- (j) Woolly Bears
- (k) Janitorial Services
- (l) Monogramming

10. Differentiate between the characteristics and uses of (any 2) : 2x10=20

- (a) Cotton and Wool
  - (b) Silk and Polyester
  - (c) Linen and Viscose Rayon
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