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BHY-024

**BACHELOR IN HOTEL MANAGEMENT
(BIHM)**

Term-End Examination

June, 2019

BHY-024 : BASIC HOUSEKEEPING OPERATION

Time : 3 Hours

Maximum Marks : 100

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

1. Write an essay on the importance of housekeeping in hospitals, hotels and offices. 20
2. List the cleaning agents used in housekeeping. Explain the effects of hard water on cleaning and methods of softening it. 20
3. What is the importance of control desk in housekeeping ? Explain the importance of its co-ordination with other departments. 20
4. Explain the process of cleaning of departure room and bathroom. Draw the layout of a twin room. 20

5. Write short notes on any *five* of the following :

5×4=20

- (a) Duties and responsibilities of housekeeping executive.
- (b) Different categories of guest rooms in a hotel.
- (c) Functions of linen and uniform room.
- (d) Procedures for key control.
- (e) Procedure for lost and found.
- (f) Different methods of cleaning wood.

6. Draw the layout for the housekeeping department of a large hotel. What is the function of the laundry ? 20

7. Give the organisational chart of housekeeping department of a medium-sized hotel. List the responsibilities of a guest room attendant and a florist. 20

8. List and draw the various trolleys used in housekeeping. 20

9. Define any *ten* of the following in one line each :

10×2=20

- (a) Chamois
- (b) Computerised key
- (c) SB
- (d) Serviette

- (e) Double room
- (f) Guest amenities
- (g) Periodic Cleaning
- (h) VIP Amenities
- (i) Key Register
- (j) OOO
- (k) Janitor's Trolley

10. List the functions performed by desk control supervisor. Draw the format of guest message register and accident book. 20