

No. of Printed Pages : 3

BHY-034

**Bachelor in Hotel Management (BIHM)**  
**Term-End Examination**

June, 2019

**BHY-034 : HOUSE-KEEPING MANAGEMENT—I***Time : 3 Hours**Maximum Marks : 100*

*Note : All questions carry equal marks. Attempt  
five questions in all.*

---

---

1. Draw the layout plan of a linen and uniform room of a hotel. Discuss the work flow. 20
2. Write notes on the following : 10 each
  - (a) Linen inventory
  - (b) Dry cleaning
3. (a) Classify fibers, with examples and their suitability in hotel industry. 10  
(b) How do you identify different fibres ? 10
4. Discuss laundry work flow process. Give laundry layout with list of equipment used. 20

5. (a) Give general rules of stain removal. 10
- (b) How would you remove the following stains  
(any *five*) ? 10
- (i) Grass
- (ii) Shoepolish
- (iii) Rust
- (iv) Nail paint
- (v) Gravy
- (vi) Red ink
- (vii) Ball point ink
6. Discuss role and procedures followed by the  
hotel security department. 20
7. Write notes on the following : 10 each
- (a) Accident prevention records
- (b) Crime prevention procedures
8. Define annual maintenance contract. Discuss  
the advantages and disadvantages of AMC in  
hotels. 20

9. What do you understand by pest control ?  
Discuss the different methods, including  
prevention and control measures. 20
10. Write briefly on the following : 4×5=20
- (a) First Aid
  - (b) Par-stock
  - (c) Marking or Monogramming
  - (d) Guest room linen with sizes