

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2015

BHY-034 : HOUSE KEEPING 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. Explain the procedure for stock taking of linen. **20**
Draw related proformas/formats used for stock taking of linen.

2. What is meant by par ? How to establish par levels **20**
for inventories ? Explain with example.

3. Explain briefly : **10x2=20**
 - (a) Thread count
 - (b) Outsourcing
 - (c) Selvedge
 - (d) Cross training
 - (e) Mercerization
 - (f) Task list
 - (g) Ticking
 - (h) Ergonomics
 - (i) Warp
 - (j) Detergent

4. What is first aid ? Explain the components of a first aid box. How would you treat first degree burns of an employee ? 20
5. How would you remove following stains : 5x4=20
- (a) Red ink
 - (b) Turmeric
 - (c) Shoe polish
 - (d) Wax
 - (e) Grease
6. Discuss wash cycle of a commercial laundry. Enumerate the laundry equipments required in a commercial laundry. 20
7. What types of services are outsourced ? Discuss the advantages and disadvantages of outsource services. 20
8. Write short notes on (any two) : 2x10=20
- (a) Discard management.
 - (b) Dry cleaning.
 - (c) Role of security department in a hotel.
9. As a housekeeper, how will you deal with the following emergency situations : 20
- (a) Bomb threat
 - (b) Earthquake
10. Classify fibres with suitable examples. Give brief detail about characteristics of atleast 5 (five) fabrics used in the Hotel Industry. 20
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