

**BACHELOR DEGREE IN HOTEL  
MANAGEMENT**

**Term-End Examination**

**December, 2011**

**BHY-024 : BASIC HOUSEKEEPING OPERATION**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. (a) Discuss the functions of Housekeeping department in a Hotel. **10+10=20**  
(b) Explain the various sections of House keeping department with the help of a neat diagram.
  
2. Briefly discuss how following surfaces are cleaned and maintained (*any five*) : **5x4=20**
  - (a) Leather Sofa
  - (b) Chandelier
  - (c) Carpet
  - (d) Polished Table Top
  - (e) Chromium bath fittings
  - (f) Antique silver Articles

3. Discuss the procedure for cleaning of a check-out room with attached bathroom. 20

4. (a) Write in brief duties and responsibilities of Executive Housekeeper. 10+10=20

(b) Draw Organisation chart of the housekeeping department of 4-star 200 room hotel

5. Match the following : 10x2=20

**A**

**B**

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|------------------------|--|
| (a) Bath Sheet         | (i) Cot for babies                             |
| (b) Crib               | (ii) small Vacuum cleaner                      |
| (c) Castors            | (iii) alloy of copper and tin                  |
| (d) Bronze             | (iv) Extra large bath towel                    |
| (e) Brass              | (v) Polishing                                  |
| (f) Burnishing Machine | (vi) Surface active compounds                  |
| (g) Terrazo            | (vii) Pink oxide of iron used as fine abrasive |
| (h) Jeweller's Rouge   | (viii) Wheels                                  |
| (i) Surfactant         | (ix) Alloy of copper and zinc                  |
| (j) Dusttete           | (x) Flooring                                   |

6. (a) Desk is the nerve centre of Housekeeping department. Explain this statement by listing out jobs handled at the desk. 10+10=20

(b) Also list five records and registers maintained in central Housekeeping.

7. How does the Housekeeping department co-ordinate with following departments.  $4 \times 5 = 20$
- (a) Front office
  - (b) Engineering and Maintenance
  - (c) Food and Beverage Service
  - (d) Security
8. (a) What are the various keys used in a hotel ?  
Discuss their uses.  $10 + 10 = 20$
- (b) How will you ensure their safety ?
9. Who is V.I.P. ? Enlist the services and amenities offered to a V.I.P. guest in a five star hotel.  $20$
10. Differentiate between (*any four*)  $4 \times 5 = 20$
- (a) Disinfectant and Deodorant
  - (b) Polish and Lacquer
  - (c) Turndown service and Second service
  - (d) Squeegee and Box Sweeper
  - (e) Jacuzzi and Sauna
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