

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2011

BHY-034 : HOUSE KEEPING MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : (i) *Attempt any five questions.*
(ii) *All questions carry equal marks.*

1. Explain the procedure for stock - taking of linen. 20
Draw related performas/formats used for stock taking of linen.
2. Explain functioning of laundry department with 20
details of any five laundry equipments.
3. Draw formats of any two of the following and
explain their importance : 10+10=20
 - (a) Lost and found slip
 - (b) Daily linen exchange slip
 - (c) Valet Call Book

4. (a) Discuss wash cycle of a commercial laundry. 10+10=20
 (b) How would you remove following stains.
 (i) Red ink (ii) Turmeric
 (iii) Shoe Polish (iv) Grease
 (v) Wax
5. What types of services are out sourced to contractors ? Discuss guidelines for hiring contractual services. 20
6. Define *any ten* of the following : 2x10=20
 (a) Linen chute (b) Mercerization
 (c) Bleach (d) Starch
 (e) Marking (f) Logo
 (g) Stiffener (h) Weft
 (i) Monogramming (j) AMC
 (k) Indemnity (l) Discard
7. Name the five different fabrics used in hotels, giving their suitability for various areas. 20
8. How would you deal with following situations ?
 (a) Bomb Hoax 4x5=20
 (b) First degree burn (employee)
 (c) Fire in hotel bedroom
 (d) Theft of guests belongings

9. Write notes on : (*any two*) 10+10=20

- (a) Prevention of accidents in the house keeping dept.
- (b) Importance of Pest control for a hospitality organisation.
- (c) Role of security department in a hotel

10. Explain importance of inter departmental co-operation between house keeping and front office for smooth functioning of the hotel. 20
