

BACHELOR IN HOTEL MANAGEMENT

Term-End Examination

December, 2013

BHY-024 : BASIC HOUSE KEEPING OPERATION

Time : 3 hours

Maximum Marks : 100

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

1. (a) Mention ten points to be considered during the purchase of housekeeping equipments. 10
(b) What are its storage conditions ? 10
2. (a) Discuss the types of mechanical cleaning equipments used in the housekeeping department. 10
(b) Describe care, maintenance and storage of cleaning equipments. 10
3. (a) Prepare the organization chart of housekeeping department in a 500 room hotel. 10
(b) List the duties and responsibilities of an Executive Housekeeper. 10
4. Define cleaning. Explain the procedure for the daily cleaning of a vacated room. 20
5. Discuss the documentation. Draw any two formats maintained by the housekeeping control desk. 20

6. How is a Lost and Found article handled by the department ? Draw relevant formats. 20
7. Which attributes, in your opinion, are absolutely essential in Housekeeping staff ? Justify with example. 20
8. Write short notes on **(any four)** : 5x4=20
- (a) Grand Master key.
 - (b) Master key.
 - (c) Sub-Master key.
 - (d) Individual Room key.
 - (e) Computerized key.
9. (a) What are the amenities provided to VIP guests ? 10
- (b) Write a note on frequency schedules for cleaning. 10
10. Explain in one line **(any ten)** : 2x10=20
- (a) Single Room
 - (b) Floor Pantry
 - (c) Suite Room
 - (d) Hand Caddy
 - (e) Lanai
 - (f) Chamois Leather
 - (g) Penthouse
 - (h) Lobby
 - (i) Connecting Rooms
 - (j) Duvet
 - (k) Duplex
 - (l) Foot Fold
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