

BACHELOR IN HOTEL MANAGEMENT

00637

Term-End Examination

December, 2012

BHY-024 : BASIC HOUSE KEEPING OPERATION

Time : 3 hours

Maximum Marks : 100

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

1. Draw and identify various sections of a Hotel Housekeeping Department and briefly explain about the role of each section. 20

2. (a) Draw organisation chart of the Housekeeping Department of a 300 room commercial hotel. 10+10=20

(b) Discuss duties and responsibilities of a Floor Supervisor.

3. Write short notes on *any two* : 10+10=20
 - (a) Maid's service room
 - (b) Spring cleaning
 - (c) Log book

4. Explain in one line *any ten* : **10x2=20**
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|---------------------|-----------------|
| (a) Dutchwife | (b) Shoehorn |
| (c) Toothglass | (d) Bacvac |
| (e) Bidet | (f) W.C. |
| (g) HWC | (h) Crib |
| (i) Chandelier | (j) Linen Chute |
| (k) Chamois Leather | (l) Sauna |
5. (a) 'Desk Control is the backbone of Housekeeping Department'. Justify this statement. **10**
- (b) Differentiate between : **5x2=10**
- (i) Deodorant and Disinfectant
 - (ii) Dustsheet and rag
 - (iii) Check List and Work lard
 - (iv) Houseman and room attendant
 - (v) Pass key and room key
6. List different types of cleaning and explain each one in brief. **20**
7. List the procedure adopted for safe keeping of a gold chain by a hotel guest. Draw related formats. **10+10**
8. (a) List important points related to selection and purchase of different cleaning equipment. **15+5=20**
- (b) What is an Indent Form ?
9. List records maintained at Control Desk of Housekeeping. Draw performa of any two. **10+10=20**
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