

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**December, 2012**

00057

**BHY-034 : HOUSE KEEPING MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. List different types of Fibres. Discuss selection and identification of different fibres. 20
  
2. (a) What are the common rules to be followed while removing stains ? 10+10=20  
(b) How will you remove the following stains ?  
(i) Blue ink                      (ii) Rust  
(iii) Candle wax                (iv) Oil  
(v) Tea
  
3. Draw a typical laundry layout. Discuss details of two important laundry machines. 10+10=20
  
4. Explain *any two* : 10+10=20  
(a) Dry-cleaning  
(b) Parshock  
(c) Discard Management

5. List different types of linen used in hotels and discuss selection of all types. 20
6. Discuss steps of linen control. 20
7. Explain in brief *any five* : 5x4=20
- (a) AMC
  - (b) Marking
  - (c) Monogramming
  - (d) Indemnity
  - (e) Mercerization
  - (f) Stiffening Agents
8. Discuss the role of security department in a hotel. What would you do in case there was a fire in a hotel bedroom ? Write the steps. 10+10
9. What is the role of outsourcing on the upkeep and maintenance of a hotel ? Discuss pros and cons of contract services. 10+10=20
10. List commonly found pests and discuss their prevention and control. 20
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