

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2014

00011

BHY-024 : BASIC HOUSEKEEPING OPERATIONS

Time : 3 hours

Maximum Marks : 100

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

1. "Housekeeping department plays a vital role in the successful operation of hotel." Justify. 20
2. Draw a typical organization chart of Housekeeping department in a 5-star hotel and explain the duties and responsibilities of the Executive Housekeeper. 20
3. Enumerate the duties and responsibilities and desirable qualities of a room attendant. 20
4. Classify cleaning equipments. Explain in detail the different types of brushes used in cleaning. 20

5. Briefly discuss how the following surfaces are cleaned and maintained (Answer any *five*): $5 \times 4 = 20$
- (a) Antique silver articles
 - (b) Polished table tops
 - (c) Chromium bath fittings
 - (d) Carpet
 - (e) Leather
 - (f) Glass
 - (g) Marble
6. Draw and identify the parts of a maid's trolley. How is it different from a janitor's trolley? 20
7. "Better co-operation between Housekeeping and Front Office department is crucial for the successful operation of a hotel." Justify. 20
8. Give short answers for the following : $2 \times 10 = 20$
- (a) Suggest suitable measures for ensuring hygiene and employee safety in cleaning operations.
 - (b) Explain any five important principles of cleaning to be kept in mind during guest-room cleaning.
9. Differentiate between the following : $4 \times 5 = 20$
- (a) Hardwood and Softwood
 - (b) Mitt and Rag
 - (c) Guest expendables and Guest essentials
 - (d) Cylindrical and Vertical vacuum cleaner

10. Define the following :

10×2=20

- (a) MOP Wringer Trolley
 - (b) Burnishing Machine
 - (c) Terrazzo
 - (d) Floor Pantry
 - (e) Abrasives
 - (f) Dustette
 - (g) Amenities
 - (h) Squeeze
 - (i) Job Description
 - (j) Bone China
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