

00443

BACHELOR IN HOTEL MANAGEMENT

Term-End Examination

December, 2016

BHY-024 : BASIC HOUSEKEEPING OPERATION

Time : 3 hours

Maximum Marks : 100

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

1. Discuss the duties and responsibilities of floor supervisor. 20
2. Draw and explain a typical organisational chart of housekeeping department for a 5 star hotel. 20
3. Explain in detail the various activities carried out in "Evening service". 20
4. Classify cleaning equipments. Briefly explain the different types of brushes. 20
5. Bring out the areas of co-operation between housekeeping and front office department. 20
6. Explain the step by step procedure involved in the handling of lost and found property. 20

7. Differentiate between the followings : 4x5=20
- (a) Shear and heavy curtains.
 - (b) Caddy and maids trolley.
 - (c) Renovation and refurbishment.
 - (d) Guest accessories and guest loan items
8. How will the following surfaces be maintained : 4x5=20
- (a) glass
 - (b) wood
 - (c) silver
 - (d) mosaic flooring
9. Differentiate between (any two) : 2x10=20
- (a) Soapy and synthetic detergents
 - (b) Staining and tarnishing
 - (c) Deodorants and disinfectants
10. Draw neatly and justify the importance of the following formats (any two). 10+10=20
- (a) key control register
 - (b) maintenance order slip
 - (c) Housekeepers report
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