

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2016

BHY-034 : HOUSE KEEPING MANAGEMENT-I

Time : 3 hours

Maximum Marks : 100

Note : *Attempt any five questions. Each question carry equal marks.*

1. Classify fabric used in the hotel industry. Give 20 examples and specific use in the industry.
2. Give step by step procedure followed for selection and purchase of bed linen. 20
3. How will you remove stains on surfaces mentioned below : 4x5=20
 - (a) Shoe polish stain on woollen carpet
 - (b) Curry stain on velvet curtain
 - (c) Tea stain on sofa
 - (d) Rust stain on bed sheet
4. Write short notes on : 4x5=20
 - (a) Par stock
 - (b) Spotting
 - (c) Discard Management
 - (d) Marking of Linen

5. (a) Give sizes of following items used in the guest room : **2x5=10**
(i) Double bed sheet
(ii) King size blanket
(iii) Pillow cover
(iv) Bath towel
(v) Hand towel
(b) What are different types of laundry equipment used in a large hotel ? **10**
6. Draw a neat diagram of a linen room of a large hotel and mention different sections of linen room and their functions. **20**
7. (a) How would you ensure that guests in the rooms are safe ? **10+10=20**
(b) In case of an accident in the hotel, what steps are taken to ensure that minimum damage to hotel reputation is caused ?
8. Write notes on : **20**
(a) Types of pests and their eradication
(b) Crime prevention procedure
9. Give advantages and disadvantages of outsourcing housekeeping tasks. **20**
10. Describe pros and cons of contract services in house keeping. **20**
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