

00104

BACHELOR IN HOTEL MANAGEMENT

Term-End Examination

December, 2017

BHY-024 : BASIC HOUSEKEEPING OPERATION

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

1. "Housekeeping department plays a vital role in the successful operation of a hotel". Justify with examples. 20
2. Draw and explain a typical organisation chart of housekeeping department in a 5 star hotel. 20
3. Draw an ideal layout for a housekeeping department and briefly explain each areas with justification. 20
4. Classify cleaning equipments and briefly explain different types of brushes. 20
5. Draw and label the various parts of chamber maids trolley. How is it different from a Janitor's trolley ? 20

6. Write a detailed note on areas of cooperation between housekeeping and front office department along with relevant charts. 20
7. Write short notes on : 2x10=20
- (a) Suitable measures for ensuring hygiene and employee's safety in cleaning operations.
 - (b) Any five important principles of cleaning to be kept in mind during guest room cleaning.
8. Define the following (any five) : 5x4=20
- (a) MOP wringer trolley
 - (b) Floor pantry
 - (c) Abrasives
 - (d) Dustette
 - (e) Amenities
 - (f) Job description
 - (g) Bone China
9. Classify Keys. Explain Key Control Procedures in a five star hotel. 20
10. Discuss ten most important functions of housekeeping department. 20
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