

**BACHELOR DEGREE IN HOTEL
MANAGEMENT**

Term-End Examination

June, 2012

BHY-024 : BASIC HOUSEKEEPING OPERATIONS

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions.

All questions carry equal marks.

1. (a) Discuss functions of Housekeeping department of a hotel. 10+10=20
(b) List different sections of Housekeeping department and explain their activities.

2. (a) Draw organisation chart of the Housekeeping department of a medium sized hotel. 10+10=20
(b) Discuss duties and responsibilities of Public Area Supervisor.

3. Explain in one line : (*any ten*) 2x10=20
 - (a) Suite Room
 - (b) Twin Room
 - (c) HWC
 - (d) Valet
 - (e) Bidet
 - (f) Foyer
 - (g) WC
 - (h) Box sweeper
 - (i) Skirting
 - (j) Dado
 - (k) Linen chute
 - (l) Shower cabin

4. Name four different types of cleaning agents. 20
Explain their usage, care and storage.
5. (a) The success of a hotel depends entirely on the co-ordination and co-operation of Front office and House keeping. Explain the statement. 15+5=20
- (b) Explain in brief.
- | | |
|----------|----------|
| (i) DND | (ii) DL |
| (iii) SB | (iv) 000 |
| (v) U/M | |
6. Write about various steps involved in the daily cleaning of a departure room. 20
7. List out measures to be taken by hotel for effective 'key control'. Draw relevant formats. 20
8. (a) Make a list of items carried in Maid's Trolley, indicating their placement in the trolley.
- (b) What is a floor pantry ? 10+10=20
9. Discuss in detail lost and found procedures followed in hotel. Draw supporting formats. 20
10. Explain in brief : (*any two*) 10+10=20
- | |
|-----------------------------------|
| (a) Occupancy Reports |
| (b) Room check list |
| (c) Maintenance slip and Register |