

BACHELOR IN HOTEL MANAGEMENT

00284

Term-End Examination

June, 2014

BHY-024 : BASIC HOUSEKEEPING OPERATION

Time : 3 hours

Maximum Marks : 100

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

1. Define Housekeeping along with its aims and objectives. List out responsibilities of the Housekeeping department. **20**
2. (a) Draw organisation chart of the Housekeeping department of a three-star hotel.
(b) Discuss duties and responsibilities of public area supervisor in a five-star hotel. **10+10=20**
3. "Layout of the Housekeeping department play an important role in smooth functioning of the hotel". Justify the statement. **20**
4. What is the importance of a guest room amenity ? What role does Housekeeping department play to ensure guest satisfaction for repeat business ? **20**
5. Name four different types of cleaning agents. Explain their usage, care and storage. **20**

6. List out the various manual equipments used in Housekeeping department along with their care and maintenance, and replacement schedule. 20
7. Discuss in detail the lost and found procedures followed in hotels. Draw supporting formats for the same. 20
8. Define : 10x2=20
- (a) Guest Amenities
 - (b) Horticulture
 - (c) Dutch wife
 - (d) Shoe mitts
 - (e) Tarnish
 - (f) Scrim
 - (g) Surfactant
 - (h) Silver pits
 - (i) Parlour
 - (j) Valet
9. Discuss in detail different types of polishes and their application on various surfaces. 20
10. Write short notes on : 5+5+5+5=20
- (a) Spring cleaning
 - (b) Room check list
 - (c) Floor seals
 - (d) Key control
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