

BACHELOR IN HOTEL MANAGEMENT

Term-End Examination

June, 2016

BHY-024 : BASIC HOUSEKEEPING OPERATION

Time : 3 hours

Maximum Marks : 100

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

1. (a) Discuss the functions of housekeeping department in a Hotel. **10+10=20**
(b) Draw lay-out of housekeeping department in a large hotel.

2. (a) Draw organisation chart of Housekeeping Department of a medium size hold. **10+10=20**
(b) List the duties and responsibility of public area supervisor.

3. Describe uses, care and storage of cleaning agents. **20**

4. "Desk control is the backbone of the housekeeping department. Justify the statement. **20**

5. (a) Draw the format of housekeeping log book and lost and found register. **10+10=20**
(b) Explain procedure for lost and found.

6. How does housekeeping co-ordinate with : **5x4=20**
- (a) Purchase
 - (b) Accounts
 - (c) Front office
 - (d) Food and Beverage Service
7. What is turn-down service ? Explain the **20**
procedure for turn-down service in double room.
8. Write short notes on : **5x4=20**
- (a) Manual key
 - (b) Floor key
 - (c) Master key
 - (d) Computerized key
9. (a) Write a note on daily cleaning and spring
cleaning procedure. **10+10=20**
- (b) Define Cleaning. What are the different
methods of cleaning ?
10. Explain in one line (**any ten**) : **2x10=20**
- (a) DND
 - (b) OOO
 - (c) Suite room
 - (d) Motel
 - (e) Studio Room
 - (f) Serviette
 - (g) Crib
 - (h) SB
 - (i) Pent House
 - (j) Lanai
 - (k) Hand Caddy
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