

**BACHELOR IN HOTEL MANAGEMENT**

**Term-End Examination**

**June, 2015**

**BHY-024 : BASIC HOUSE KEEPING OPERATION**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : (i) Attempt **any five** questions.*

*(ii) All questions carry **equal** marks.*

1. Write in detail about cleaning of a check out room by a "Guest Room Associate". **20**

2. Draw a layout of a guest room and identify the furniture and units in a room. Make a list of 'Guest supplies' provided in wardrobe and coffee table. **20**

**OR**

Draw proforma for floor occupancy report and master occupancy report. **20**

3. List out ten measures taken by hotel for effective key control. **20**

4. Write about 'cleaning a lobby'. **20**

5. Write in brief about the following : **5x4=20**

(a) Towel and linen reuses programme

(b) Fogging

(c) Fumigation

(d) Chloramines

(e) SPA

6. What is a pest ? How will you control pests ? List pesticides used to control various pests. 20

**OR**

What are the common problems faced by housekeeping personnel while cleaning a premises ? 20

7. What are the following used for : 20

- (a) Log sheet
- (b) Handover register
- (c) VIP list
- (d) Acids
- (e) Alkalis

8. Explain briefly. 5x4=20

- (a) What are the points to be considered while choosing cleaning agents ?
- (b) What is conventional method of cleaning ?
- (c) How does electronic key card function ?
- (d) How condemned linen and uniforms are reused ?
- (e) How will you disinfect water closet and bathroom floor ?

9. Differentiate between : 4x5=20

- (a) Surfactant and suspending agents
- (b) Dust sheet and drugget
- (c) Maids report and housekeeping report
- (d) Chamber maid and house maid

10. Discuss the lost and found procedures carried out in a hotel with appropriate formats. 20

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