Roll No.	
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Total No. of Pages: 02

Total No. of Questions : 09

(Sem.-1) BHMCT (2018 Batch) ACCOMMODATION OPERATIONS-I

Subject Code: BHMCT-107-18

Paper ID: [75141] Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES: SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks

SECTION-B contains FIVE questions carrying FIVE marks each and students 2.

SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

Q1. Explain briefly the following term:

- a) Sewing room
- b) Duplex
- c) Sico room
- d) DNCO
- e) Amenity
- f) Tarnish
- g) Spring cleaning
- h) Detergents
- i) Thermal pollution
- j) Scanty baggage

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SECTION-B

- Q2. Discuss the various types of soiling.
- Q3. What are pests? Why is their control important?
- Q4. Write a note on the coordination of housekeeping with maintenance department.
- Q5. Which three attributes, in your opinion, are absolutely essential in housekeeping staff? Justify your answer.
- Q6. List the principles of cleaning.

SECTION-C

- Q7. Write an essay on role of Housekeeping in guest satisfaction and repeat business.
- Q8. What is the scope of housekeeping in institutions other than Hotels?
- Q9. Discuss about various types of pollution, with reference to hotel industry.

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8/17/18 (19)

Roll No.	Total No. of Pages : 02
Total No. of Questions : 09	

B.Sc.(HMCT) (2013 to 2017 Batch) (Sem.-1) BASICS OF HOUSE KEEPING-I

Subject Code : BSHM-104 Paper ID: [C1104]

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTION TO CANDIDATES:

- 1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks
- SECTION-B contains FIVE questions carrying FIVE marks each and students
- SECTION-C contains THREE questions carrying TEN marks each and students has to attempt any TWO questions.

SECTION A

1. Describe in brief:

- a. Absorbent
- b. Bath linen
- c. Briefing
- d. Block cleaning
- e. Dado
- f. Caddy
- g. Scrubbing
- h. Valet
- i. SOP
- j. High level cleaning

(52)-418

SECTION B

- 2. Describe in brief about the role of housekeeping department in hotel.
- 3. Give job description of a Guest room Attendant.
- 4. Draw the format for lost and found slip.
- 5. Classify various types of furniture used in hotel.
- 6. What is cleaning agent? Classify them.

SECTION C

- 7. Draw the layout of a housekeeping department for a 500 room hotel.
- 8. Classify various types of rooms with their functioning in a hotel.
- 9. Justify the statement: "Housekeeping control desk act as a nerve system of department".

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		B.Sc. (HMCT) (2011 & Onwai BASICS OF HOUSEK	EEPING-I
		M Code: 12068	
		Subject Code: BSHI Paper ID: [C110	<i>A</i> 1
Ti	ime: 3		Max. Marks: 60
IN 1. 2. 3.	atten SECT	TIONS TO CANDIDATES: TION-A is COMPULSORY consisting of TEN q TION-B contains FIVE questions carrying FIV opt any FOUR questions. TION-C contains THREE questions carrying fempt any TWO questions.	
	D. C.	SECTION A	
1.		e the following:	
	a) W	/ho is Floor Supervisor?	
	b) W	hat is debriefing?	
	c) W	hat is Parlour Room?	
	d) Do	efine Rollaway beds.	
	e) W	hat are surfactants?	
	•	hat is chamber maid trolley?	
		ho is responsible for linen room?	
		nat is Barrier Free Rooms?	
	i) Wh	nat is duty rota?	
	j) Wh	o is cloak room attendant?	

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SECTION B

- 2. What is the role of control desk during emergency housekeeping department?
- 3. Differentiate cylindrical vacuum cleaner and up-right vacuum cleaner?
- 4. Give the job description of night supervisor.
- 5. List 5 basic amenities of guest room.
- 6. Name 5 Manual Cleaning Equipment used in Housekeeping Department.

SECTION C

- 7. Draw the Organizational structure of Housekeeping Department of Large Hotel.
- 8. Classify cleaning equipment? Explain any five mechanical cleaning equipment in detail.
- 9. Discuss the Inter-relationship between Front Office and Housekeeping.

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Ro	oll No.			
Total No. of Questions: 09			Total No. of Pages: 02	
	Time:	B. Sc. (HMCT) (Sem. 1) BASICS OF HOUSEKEEPING-I Subject Code: BSHM-104 Paper ID: C1104	Max. Marks: 60	
INS	STRUCT	TIONS TO CANDIDATES:		
1. 2. 3.	Section A is COMPULSORY consisting of TEN questions carrying TWO marks each Section B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions. Section C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.			
		SECTION A		
1.				
	a)	What is Log Book?		
	b)	What is the meaning of Lanai?		
	c)	What do you understand by complimentary room?		
	d)	What is night report?		
	e)	Briefly explain the term double lock.		
	f)	What do you understand by Par Stock?		
	g)	What is duty Rota?		
	h)	What do you meant by Linen Chute?		
	i)	What are the characteristics of good cleaning agent? What is the difference between double locked and lock	ed out room?	
	j)	What is the difference between double recited and		
		SECTION B		
2.	Write	Down the responsibilities of Housekeeping Department.		
3.	Draw the layout of Double _Room.			

What is Spring Cleaning? Write down the task included in Spring Cleaning.

Why is the control desk crucial to the Housekeeping Department?

Draw the organization chart of Housekeeping Department in a medium-sized Hotel.

Page 1 of 2

4.

5.

6.

SECTION C

- 7. Write the co-ordination of Housekeeping Department with Front Office and Maintenance Department.
- 8. Explain the Job Description and Job Specification of Executive Housekeeper.
- 9. Discuss the Documentation maintained by the Housekeeping control desk.

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Total No. of Questions: 09	tal No. of Pages : 02					
B.Sc.(HMCT) (2011 & Onward) (Sem1) BASICS OF HOUSEKEEPING-I						
Subject Code : BSHM-104 Paper ID : [C1104]						
Time: 3 Hrs.	Max. Marks: 60					
 INSTRUCTION TO CANDIDATES: SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions. 						
SECTION-A						
1. Write briefly:						
a) Why is the department of housekeeping important for hotel	operations?					
b) What do you mean by Job Specification?						
c) What is a lanai?						
d) Define guest supplies.						
e) Explain saponification?						
f) Give four responsibilities of a horticulturist.						
g) What do you mean by wetting power of water?						
h) Explain the utility of a floor pantry.						
i) Give the format of a maintenance work order.						
j) What is a dustette?						

SECTION-B

- 2. What role does the housekeeping department play in ensuring guest satisfaction and repeat business?
- 3. Explain responsibilities of the housekeeping control desk.
- Give the job description of a GRA.
- 5. What is a duty roster? Explain with a sample format.
- 6. Draw and label the layout of a twin room.

SECTION-C

- 7. Classify and give brief information about all cleaning agents that are used by the housekeeping department.
- 8. Draw the organization structure of the housekeeping department of a medium sized hotel. Explain duties of a linen keeper.
- 9. On what specific points does the housekeeping department coordinate with the Front Office and Maintenance? Enlist and explain.