

**Total No. of Pages : 02**

HOUSE KEEPING-II  
Subject Code : BSHM-204  
Paper ID : [C1111]

**Max. Marks : 60**

**INSTRUCTION TO CANDIDATES :**

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

**Describe in brief :**

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1.
    - a. Inspection
    - b. Surfactant
    - c. Abrasive
    - d. Darning
    - e. Bath sheet
    - f. jawelle water
    - g. Light linen
    - h. Damask
    - i. Spring cleaning
    - j. Evening service

### **SECTION-B**

2. What is par stock? How we establish par stock in a hotel?
3. Write various activities for tailor room.
4. Explain valet service in brief.
5. Briefly describe discard management system.
6. Write down the cleaning procedure of a silver article.

### **SECTION-C**

7. Write in detail about guest room cleaning procedure.
8. Draw the layout of linen room for a 500 room hotel.
9. Discuss in detail about type of keys used in used.

Roll No. \_\_\_\_\_  
Total No. of Questions: 09  
B.Sc. (HM)

**Total No. of Pages: 52**

B.Sc. (HMCT) (2011 & Onwards) (Sem. - 2)  
HOUSEKEEPING

**HOUSEKEEPING-II**

M Code: 12080

Subject Code: BSMM-204

Paper ID: [C1111]

Time: 3 Hrs.

**Max. Marks: 60**

**INSTRUCTIONS TO CANDIDATES:**  
SECTION-A is COMPULSORY  
SECTION-B contains FIVE questions

- INSTRUCTIONS
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## SECTION A

1. Define in 2-3 lines.
  - a) Stiffeners.
  - b) Weft yarn
  - c) Computerized key
  - d) Freshen up service
  - e) Tarnish
  - f) Valet service
  - g) Dutch wife
  - h) Spring cleaning
  - i) Linen chute
  - j) Seer sucker

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### **SECTION B**

2. Draw a neat layout of a uniform room.
3. Give a format of Room Linen Exchange form and explain.
4. Discuss care and cleaning method of Silver.
5. What are different types of keys in hotels?
6. Explain the activities carried out in the sewing room.

### **SECTION C**

7. Explain the factors to be considered for purchase of linen in a hotel.
8. What is Discard Management?
9. What all factors are to be kept in mind while designing the uniform for hospitality industry?

[illegible]

**B.Sc. (HMCT) (Sem. 2)**  
**HOUSE KEEPING-II**  
**Subject Code: BSHM-204**  
**Paper ID: C1111**

**Time: 3 Hrs.**

**Max. Marks: 60**

1. Section A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
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1. Write briefly:
  - a) What is white ragging?
  - b) Define foot fold.
  - c) What do you mean by second service?
  - d) What is discard?
  - e) Define guest loan item.
  - f) What is key control register?
  - g) Define valet service.
  - h) What do you mean by dirty dozen?
  - i) What is crinkle sheet?
  - j) What do you mean by deep cleaning?

2. How are discards accounted for? Discuss their reuse.
3. Mention ten different types of uniform articles commonly used in hotels.
4. What is the order of cleaning rooms that room attendant should follow?

5. Define cleaning. Why do we clean?
6. What are the criteria for selection of various articles of linen?

### **SECTION C**

7. What factors would you keep in mind while designing uniforms for hotel staff?
8. Explain the procedure of a turndown service in a guest room.
9. Discuss the care and cleaning of any five metals used in hotel establishments.



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### SECTION-A

1. Write briefly :
  - a) Enlist areas that are generally neglected during cleaning.
  - b) What is spring cleaning?
  - c) What are guest loan items?
  - d) How would you clean brass articles using traditional method?
  - e) Explain second service.
  - f) Explain tarnish and reason why it forms on metals.
  - g) Why is a key issue register used?
  - h) How are discarded linen items managed?
  - i) What is a computerized key card?
  - j) Explain guest-floor reportables.

### **SECTION-B**

2. Discuss the rules that are followed by the housekeeping service personnel on guest floors.
3. Explain functions of the tailor room.
4. Why is uniform provided to employees? What factors are considered while selecting uniform for staff?
5. Write a short note on special services provided by the housekeeping department to the guests.
6. How is cleaning of public areas of a hotel different from cleaning a room?

### **SECTION-C**

7. Elaborate on the importance and procedure for supervision of guest room servicing. Use formats as required.
8. Define par stock and explain the factors that influence it. How is par stock for different linen articles arrived at?
9. Explain the procedure of routine cleaning a guest room. Mention making of the bed using a duvet.



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## SECTION-A

1. Write briefly :
  - a) Second service
  - b) Duvet
  - c) Guest loan items
  - d) Silver dip
  - e) Ottoman
  - f) Vanity counters
  - g) Tarnish
  - h) Orthodox cleaning
  - i) Buffing
  - j) Emergency key

### **SECTION-B**

2. What are the causes for tarnishing of metals?
3. What is discard management?
4. What are the points to be kept in mind while selecting linen?
5. What are the rules to be followed on guest floor?
6. What is the importance of inspection?

### **SECTION-C**

7. What is electronic key card system? Explain how key card system is maintained in the hotels?
8. Define spring cleaning. Enlist and explain the various cleaning tasks carried out in spring cleaning program while cleaning the guest room.
9. Draw a neat layout of linen room.