

Roll No. ....

## **BHM-102/DHM-102**

### **Introduction to Housekeeping**

Bachelor/Diploma in Hotel Management

(BHM-11/16/DHM-11/16/17)

First Year, Examination, 2018

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Attempt the questions contained in these Sections according to the detailed instructions given therein.

#### **Section-A**

##### **(Long Answer Type Questions)**

**Note :** Section 'A' contains four (04) long answer type questions of nine and half ( $9\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. List the duties and responsibilities of :
  - (a) Deputy housekeeper
  - (b) GRA
2. Explain the executive housekeeper's role in the orientation of a new housekeeping employee.
3. Describe a room attendant's cart with a neatly labelled diagram.

**(B-77) P. T. O.**

4. What are the points to consider in the choice of cleaning equipments ?

### Section-B

#### (Short Answer Type Questions)

**Note :** Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. What are abrasives ? Discuss their uses.
2. What is turn down service ? Explain.
3. What is mitre and foot fold ?
4. What are the amenities and giveaways provided to VIP guests ?
5. What is guestroom inspection ? Explain briefly.
6. Describe the various documents maintained by housekeeping control desk.
7. How is the linen life-span measured ?
8. What factors would you keep in mind while designing uniforms for hotel staffs ?

### Section-C

#### (Objective Type Questions)

**Note :** Section 'C' contains ten (10) objective type questions of half ( $\frac{1}{2}$ ) mark each. All the questions of this Section are compulsory.

1. .... is responsible for the cleaning and maintenance of all linens.
2. Where clean linens are stored .....
3. The person who cleans with guest rooms .....

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4. The process of physical removal of dirt from surface is called .....
5. Who is solely responsible for providing clean serviceable uniforms to the staff of the hotel .....
6. The lost items of guests are forwarded to the .....
7. Flower arrangement are done in the .....
8. In ..... each guest floor linen, guest supplies, cleaning equipments, cleaning agents are kept.
9. The garden equipments such as lawn movers, spades, racks etc. are stored in the .....
10. .... is called as the main administrative center of the house keeping department.