

## **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. Learners are required to 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. What is the purpose of Organisation Chart ? Outline the organisation chart for a medium sized hotel.
2. Explain the laundry operation flow chart.
3. How are the housekeeping inventories classified ?
4. Why is the control desk crucial to the housekeeping department ? Explain in detail.

## 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. Discuss the design features that ease cleaning.
2. Explain the different sections of housekeeping department.
3. List the duties and responsibilities of Desk Supervisor.
4. What are the points to be kept in mind while selecting uniform for hotel ?
5. Write step by step procedure of removing stain mark of gravy from the restaurant carpet.
6. What are the various types of manual cleaning equipment ?
7. What is the difference between revenue and support centre in a hotel ?
8. Enlist *two* types of register with proper format maintained in housekeeping department.

## 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. The number of hour worked by member of staff in one day is called ..... . (lift/shift)
2. Full form of SOP .....

(Standard Operating Procedure/Smart Operating Person)

3. .... is a room status term indicating that the guest is not checking out today and will be staying at least one more night. (Stay over/Lay over)
4. .... service is the evening service given in the rooms. (Spring service/Turndown service)
5. .... are room with common wall but no connected doors. (Adjacent/Adjoining)
6. Size of single bed sheet ..... . ( $78'' \times 108''/90'' \times 108''$ )
7. The other name of w/c brush ..... .  
(Hard brush/Johnny mop)
8. In dry cleaning articles are washed in cleaning solvents like ..... . (Venegar/Perchlorethylene)
9. Full form of DND ..... .  
(Did not direct/Do not disturb)
10. .... is the process of separating soiled linen into different categories. (Sorting/Starting)

