

BHM–102/DHM–102**Introduction to Housekeeping**

Bachelor/Diploma in Hotel Management

(BHM/DHM–11/16)

First Year, Examination, 2017

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. Define Housekeeping. How does housekeeping contribute to earning profit in a hotel ?
2. Explain the basic attributes and qualities of housekeeping staff.
3. Discuss water as a cleaning agent in detail.
4. Describe the bed making procedure 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. What is the importance of guest-room to guest ?
2. List the principle of cleaning.
3. What is Laundry Valet Service ?
4. Explain in short key control procedure.
5. What is the difference between revenue and support centre in a hotel ?
6. Explain the cleaning procedure of vacant room.
7. Write step by step procedure of removing stain mark of fresh blood.
8. Draw a format of Baby sitting register.

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.

Fill in the blanks :

1. The other name of lady tailor
(Spanish wife/Seam stress)
2. A person who does miscellaneous job in the hotel is called
(Valet/Supervisor)
3. A group of rooms that have been assigned to a room attendant is called
(Class/Section)
4. A guest who leaves the hotel without settling his bills
(Stipper/Slipper)

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5. is the loose particles that are floating around in the air. (Dust/Dirt)
6. A standard specific or normal level of stock. (Par/Var)
7. is the process of separating soiled linen into different categories. (Sorting/Separating)
8. Linen that is cast aside is (Regard/Discard)
9. AMC stands for
(Annual Manual Custom/Annual Maintenance Charges)
10. Size of Double bed sheet
(90" × 108"/78" × 108")

