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Roll No.

BHM - 102/DHM - 102

Introduction to Housekeeping

Bachelor/Diploma in Hotel Management

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

First Year, Examination-2019

Time : 3 Hours

Max. Marks : 40

Note : This Paper is of Forty (40) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

Section- A

(Long-Answer-type questions)

Note : Section 'A' Contains Three (03) Long-Answer type questions of Ten (10) marks each. Learners are required to answer any two (02) questions only.

(2 x 10 =20)

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P. T. O.

(2)

1. Explain the different section of housekeeping department with their functions.
2. What are the essential features of Linen room? List out the various activities of Linen room.
3. Describe the role of control desk in coordination with different department.

Section - B

(Short-Answer-Type questions)

Note : Section 'B' contains six (06) Short- answer type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

(4x5=20)

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(3)

1. Explain the duties and responsibilities of public area supervisor.
2. Explain the lost and found procedure with proper format.
3. What is different between revenue centre and support centre?
4. List some duties and responsibilities of Executive housekeeper.
5. What are the advantages and disadvantages of providing uniform to their staff?
6. State in brief what done during the evening service in the guest room.

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