

S-926

Total Pages : 3

Roll No.

BHM-203T

Accommodation & Front Office Foundation-II

Bachelor of Hotel Management (BHM)

2nd Semester Examination, 2022 (Dec.)

Time : 2 Hours]

[Max. Marks : 35

Note : This paper is of Thirty Five (35) 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 Five (05) long answer type questions of Nine and Half (9½) marks each. Learners are required to answer any Two (02) questions only.

(2×9½=19)

1. Discuss various types of cleaning agents used in a hotel establishments.

2. How housekeeping coordinates with the front office department and maintenance department with proper formats?
3. Define the term bell desk and give step by step for left luggage handling.
4. Draw a neat labelled diagram of the maid's cart and explain it.
5. List duties and responsibilities of an executive housekeeper of a five star hotel.

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 any Four (04) questions only. (4×4=16)

1. Explain the equipment used by the hotel housekeeping in a five star hotel.
2. Write down the procedure of briefing and debriefing at the house-keeping control desk
3. How is silver cleaned and maintained in the hotel?

4. What is the procedure followed by the housekeeping department for lost and found items?
 5. What is Rack Rate? Explain different factors which affect the room tariff.
 6. Explain the procedure of guest departure and settlement of bills by credit card.
 7. What are the Guest supplies and amenities kept in the guest room?
 8. Explain the cleaning procedure for vacant rooms.
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