

Roll No.

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 : 35

Note : This paper is of **thirty five (35)** marks containing **three (03)** sections A, B, 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 seven and half ($7\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. “A clean lobby is the first moment of true guest experiences in the hotel and leave lasting impression on him.” Explain the importance of keeping the lobby clean.
2. What are the different types of cleaning equipment used in hotel ?
3. Explain the laundry cycle with special reference to wash cycle.

4. Define Par. What are the factors an executive house-keeper should keep in mind while establishing par for a linen ?

Section-B

(Short Answer Type Questions)

Note : Section 'B' contains eight (08) short answer type questions of two and half $2\frac{1}{2}$ marks each. Learners are required to answer *six* (06) questions only.

1. Give the organisational chart of the Housekeeping Department of a large hotel.
2. Explain the importance of Housekeeping Department for a hotel.
3. What is the order of cleaning a checkout room that a room attendant should follow.
4. Explain the activities of the linen room in detail.
5. Explain the laundry cycle in detail.
6. What are inspection checklist ?
7. Discuss the documentation maintained by the housekeeping control desk.
8. Explain the procedure of a turndown service in a single occupancy twins room.

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 hours worked by member of staff in one day is called

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2. is a card used for the display of an advertisement.
3. Other name of W. C. brush is
4. Small hand vacuum cleaner are also called
5. The most important quality of a Housekeeper's observation skill is
6. The occupancy report of housekeeping and front office varies, it is known as
7. A person who does miscellaneous job in the hotel is called
8. is item and service offered to a guest or placed in a guest room for comfort and convenience at no extra cost.
9. are whirlpools in which alternative jet of warm water bring out for therapeutic effects.
10. Linen that is officially declared unfit for use is

