

BHM-102/DHM-102

Introduction to Housekeeping

Bachelor / Diploma in Hotel Management
(BHM11/16/DHM-11/16/17)

First Year, Examination, 2019 (June)

Time : 3 Hours]

[Max. Marks : 40

Note : This paper is of Forty (40) marks divided into three (03) sections A, B and 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 Nine and half (9½) marks each. Learners are required to answer any two (2) questions only.

(2×9½=19)

- 1.** Define housekeeping. How does housekeeping contribute to earning profits in a hotel ?
- 2.** Draw the layout of the housekeeping department and also discuss the organisational structure too.

3. Differentiate between a job description and job specification.
4. Discuss the process of issuing and exchanging of uniforms in large hotels.

SECTION-B

(Short Answer Type Questions)

Note : Section 'B' contains ten (10) short answer type questions of four (04) marks each. Learners are required to answer any four (04) questions only. (4×4=16)

1. Which three attributes in your opinion are absolutely essential in housekeeping staff, describe ?
2. Discuss the advantages and disadvantages of dry-cleaning.
3. Briefly explain the classification of stains.
4. Discuss the telephone etiquette in details.
5. Briefly explain the cleaning of Convention Hall.
6. List of principles of cleaning.
7. How are elevators, staircases and guest corridors cleaned ?
8. What are cleaning agents ? Discuss their classification.
9. Write short notes on the various types of guest supplies.
10. Discuss the various types of linen used in hotels.

SECTION-C
(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) marks each. All the questions of this section are compulsory. (10 \times $\frac{1}{2}$ =05)

Complete the sentences with fill in the blanks :

1. Housekeeping supervisors works under _____.
 2. Horticulture deals with the _____.
 3. Green house is _____.
 4. Flower room should always be _____.
 5. Public area supervisor works under _____.
 6. Floor pantry stores _____.
 7. Normally floor pantries are situated near _____.
 8. Heavy equipments store contains _____.
 9. The linen room should have enough racks to _____.
 10. Who is responsible for the up-keep of the public area _____.
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