

DHA-102/DHM-102/BHM-102

INTRODUCTION TO HOUSEKEEPING

Bachelor/Diploma in Hotel Management

(BHM-11/16/DHM-16/17/DHA-19)

First Year, Examination-2020

Time Allowed : 2 Hours

Maximum Marks : 40

Note : This paper is of Forty (40) marks divided into Two (02) sections A and B. Attempt the question 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 Ten (10) marks each. Learners are required to Answer any two (02) Questions only. (2×10=20)

1. Draw a Layout of housekeeping department and explain the different section of housekeeping department.

2. Why control desk is called as the nerve centre of housekeeping department? Discuss the importance and in brief the various functions of the control desk.
3. Explain different types of laundry and list the advantages and disadvantages of each.
4. What are public area in Hotel? Explain their cleaning procedure.
5. Write an short essay on "Role of housekeeping in hospitality industry.

Section-B

(Short answer type questions)

Note : Section-B Contains Eight (08) short Answer type questions of Five (05) marks each. Learners are required to Answer any four (04) questions only. (4×5=20)

1. Define the Housekeeping and explain its importance in guest satisfaction.
2. Explain the duties and responsibilities of Executive Housekeeper.

3. What are the essential features of Linen room?
List.
4. Explain in brief the laundry process with proper laundry cycle.
5. How is linen and uniform exchange by Housekeeping department with proper format?
6. Describe the attributes of a good housekeeper.
7. What is the importance of uniform for Hotel?
8. What is meant by term 'Par'? Which factors should be kept in mind while setting 'Par' for linen.
