

**B.H.M.C.T. / B. Sc. (Hospitality & Hotel Administration) Sem-I**  
**(CBCS-2018 Course) : SUMMER - 2019**

**SUBJECT : BASIC HOUSEKEEPING OPERATIONS**

Day : Tuesday  
Date : 30/04/2019

**S-2019-2397**

Time : 10.00 A.M. To 12.30 P.M.  
Max. Marks : 60

**N.B.:**

- 1) All questions are compulsory.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to both the sections should be written in **SAME** answer book.

**SECTION – I**

- Q.1** Answer **ANY SIX** of the following: [06]
- |                   |                  |
|-------------------|------------------|
| i) Mitring        | v) Shoe mitt     |
| ii) Wringer mop   | vi) Crib         |
| iii) Damp dusting | vii) Duvet       |
| iv) Lint          | viii) Hand caddy |
- Q.2** Answer **ANY THREE** of the following: [12]
- a) List down the sections of housekeeping department and explain function of each.
  - b) List down the duties and responsibilities of Line Room Supervisor.
  - c) Elaborate on the tasks included in daily cleaning of occupied room.
  - d) List down the rules to follow by housekeeping staff while working on floors.
- Q.3** Answer **ANY THREE** of the following: [12]
- a) List down the functions of Linen and Uniform room.
  - b) List down the mechanical equipments and explain the function of each.
  - c) Elaborate on points of co-ordination between housekeeping and HR department.
  - d) Explain 'Second Service'. List down the tasks carried out during the same.

**SECTION – II**

- Q.4** Answer **ANY SIX** of the following: [06]
- |                         |                        |
|-------------------------|------------------------|
| i) Interconnecting room | v) Quad room           |
| ii) Horticulturist      | vi) Laundry supervisor |
| iii) Evening service    | vii) Periodic cleaning |
| iv) Glass cleaner       | viii) Floor sealers    |
- Q.5** Answer **ANY THREE** of the following: [12]
- a) List down the responsibilities of housekeeping department.
  - b) Elaborate on the duties of Night Supervisor.
  - c) List down and explain different methods of distribution of cleaning agents.
  - d) List down the areas of responsibility under housekeeping department in a hotel.
- Q.6** Answer **ANY THREE** of the following: [12]
- a) List down the facilities and amenities provided in VIP room.
  - b) Elaborate on points to remember while storing mechanical equipments.
  - c) List down the reasons of co-ordination between housekeeping and purchase department.
  - d) List down the tasks to be carried out during daily cleaning of Restaurant.

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