

B.H.M.C.T. SEM-I (2010 COURSE) : SUMMER - 2018

SUBJECT: HOUSEKEEPING OPERATIONS – I

Day: **Monday**
Date: **23/04/2018**

S-2018-2135

Time: **10.00 AM To 12.00 Noon**
Max Marks. 40

N.B.

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
-

Q.1 Attempt any **EIGHT** of the following **(08)**

- | | |
|----------------|-----------------|
| a) Linen chute | f) Druggets |
| b) Dutch wife | g) Abrasive |
| c) Lanai | h) Loofah |
| d) Caddy | i) Control desk |
| e) Tarnish | j) Horticulture |

Q.2 Answer any **TWO** of the following **(08)**

- a) List and explain any four attributes required by Housekeeping staff.
- b) Draw the layout of Housekeeping department of a large hotel.
- c) Classify:
 - i) Cleaning equipment
 - ii) Cleaning agents

Q.3 Answer any **TWO** of the following **(08)**

- a) Discuss the job description of a floor supervisor.
- b) Write a short notes on :
 - i) Deodorizers
 - ii) Reagents
- c) How can housekeeping department ensure repeat business for the hotel?

Q.4 Answer any **TWO** of the following **(08)**

- a) How should cleaning agents be stored?
- b) List VIP amenities along with it's placement in the room.
- c) Write a note on Maid's service room

Q.5 Answer any **TWO** of the following **(08)**

- a) Discuss the responsibilities of Housekeeping department in hotel.
- b) Write a short note on mechanical equipment's.
- c) Give two examples of each
 - i) Aerosols
 - ii) Organic solvent
 - iii) Floor strippers
 - iv) Disinfectants