

B.H.M.C.T. SEM-II (2010 COURSE) : SUMMER - 2018
SUBJECT : HOUSE KEEPING OPERATIONS - II

Day : **Friday**
Date : **13/04/2018**

S-2018-2141

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 Answer any **EIGHT** of the following: **(08)**

- | | |
|-----------------|--------------------------|
| a) Hand caddy | b) Floor pantry |
| c) Lanai | d) Artifacts |
| e) Duvet | f) Log book |
| g) Faucet | h) Smoke detectors |
| i) Floor lounge | j) Conventional cleaning |

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

- a) Write procedure for daily cleaning of :
 - i) Restaurant
 - ii) Swimming pool
- b) Explain lost and found procedure for guest articles.
- c) Explain various types of keys in housekeeping department.

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

- a) How are departure rooms cleaned by housekeeping staff.
- b) Write work routine of morning shift GRA.
- c) Write procedure for daily and weekly cleaning of bar.

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

- a) Explain the following :
 - i) Spring cleaning
 - ii) Deep cleaning
 - iii) Block cleaning
 - iv) Orthodox cleaning.
- b) Explain the procedure for cleaning VIP room.
- c) Discuss the steps to be followed if guest has damaged hotel property.

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

- a) Explain daily cleaning procedure of powder room.
- b) List 8 supplies placed on vanity counter.
- c) State the interdepartmental co-ordination of housekeeping department with engineering department.
- d) Differentiate between evening service and second service.
- e) List various rules of the house for guest.
- f) Explain any four records maintained in housekeeping department.

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