

B.H.M.C.T. SEM-I (2010 COURSE) : WINTER - 2017

SUBJECT: HOUSEKEEPING OPERATIONS – I

Day: **Friday**
Date: **17/11/2017**

W-2017-1445

Time: **08.30 AM TO 10.30 AM**
Max Marks. 40

N.B.

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
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Q.1 Attempt any **EIGHT** of the following **(08)**

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|-----------------------------|----------------------------------|
| a) Cabana | f) Florist |
| b) Job specification | g) Shower cubicle |
| c) Jeweler's rouge | h) Dustette |
| d) Shoe mitt | i) Chamber Maid's trolley |
| e) Buffing | j) Disinfectant |

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

- a)** Write a short note on
 - i) Polishes
 - ii) Brushes
- b)** What are the different sections of the Housekeeping department? Give the functions of each in brief.
- c)** Give the selection criteria for purchasing cleaning equipment's.

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

- a)** Write a short note on – Types of vacuum cleansers,
- b)** Draw a layout of – Maid's service room.
- c)** Write the job description of a GRA.

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

- a)** Discuss importance of control desk.
- b)** "Housekeeping is the back bone of a hotel" Justify this statement.
- c)** List any 2 guest supplies placed in the following area of a guest room.
 - i) Wardrobe
 - ii) Bed side table
 - iii) Writing table
 - iv) Coffee table

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

- a)** Give two examples of each:

i) Mops	ii) Containers
iii) Sundry Equipment's	iv) Brooms
- b)** Discuss the role of Disinfectants in maintaining hygienic environment in the hotel.
- c)** List the cleaning agent used for the following surfaces –

i) Mirror	v) Leather sofa
ii) Brass article	vi) Marble Table top
iii) Wooden bench	vii) Faucet
iv) Laminated side table	viii) Copper article

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