

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

SUBJECT : HOUSE KEEPING OPERATIONS - II

Day : **Saturday**
Date : **25/11/2017**

W-2017-1451

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

- | | |
|-------------------------|----------------------|
| a) Turndown service | b) Efficiency room |
| c) Log book | d) Floor lounge |
| e) Dust ruffle | f) Hospitality suite |
| g) Inspection checklist | h) Floor pantry |
| i) Dado | j) Patio |

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

- a) Explain the procedure of second service.
- b) List general principles of cleaning.
- c) Write step by step procedure for cleaning of an occupied room.

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

- a) State the inter-departmental co-ordination of house keeping with
 - i) Food and Beverage service
 - ii) Maintenance
- b) Write step by step procedure of evening service.
- c) Explain spring cleaning procedure.

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

- a) Explain the daily cleaning procedure of :
 - i) Restaurant
 - ii) Elevator
- b) List the rules of house for guest and housekeeping staff.
- c) Explain various types of keys in housekeeping department.

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

- a) Explain various records maintained at control desk.
- b) Write work routine for morning shift GRA.
- c) Explain lost and found procedure for guest articles.

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