

BHMCT/ BSc (H&HA) (CBCS-2018 COURSE) SEM-II : *Winter-2021*
SUBJECT: MANAGING HOUSEKEEPING OPERATIONS

Day: Monday
Date: 20-12-2021

Time: 10:00 AM-12:30 PM
Max. Marks: 60

W-19861-2021 W-19930-2021

N.B.:

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

SECTION - I

Q.1) Answer **ANY SIX** of the following: (06)

- a) What is Faucets?
- b) What is Vanity Unit?
- c) Explain the term ' Vestibule'
- d) Explain the term 'Light Linen'
- e) What is Housekeeping Room Status Report?
- f) Explain the use of Work Order Form in housekeeping
- g) What is the use of Thimbles.
- h) What is Darning?

Q.2) Attempt **ANY THREE** of the following (12)

- a) List down the duties of a Public Area Supervisor.
- b) Explain the Role of Control Desk in housekeeping
- c) List down the reasons of Discarding linen & 3 reuses of Discard linen.
- d) What is Par stock and why it is Important in hotel?

Q.3) Attempt **ANY THREE** of the following (12)

- a) Explain in detail the importance of Key Control in hotel
- b) Explain the Lost & Found procedure with the help of flowchart.
- c) Draw a neat and labelled layout of Linen room for a large hotel.
- d) Explain the Stock taking in detail.

SECTION - II

Q.4) Answer **ANY SIX** of the following: (06)

- a) Explain the term 'Yarn'.
- b) Explain the term 'Spinning'.
- c) Explain the term 'selvedge'.
- d) What is seersucker?
- e) What is White ragging?
- f) Explain the term 'Suzie'
- g) Explain the term 'Mercerization'.
- h) Explain the term 'Laundromats.'

P.T.O.

Q.5) Attempt **ANY THREE** of the following (12)

- a) List down any 4 important functions of Supervisor.
- b) Write down any 4 different Fabrics used in Hotels in different areas.
- c) List down 4 Laundry Agents used in Laundry and explain use of each.
- d) Classify Stains and give example of each type.

Q.6) Attempt **ANY THREE** of the following (12)

- a) List down 2 advantages and 2 disadvantages of Silk.
- b) Write down any 4 points to differentiate between Natural & Man-made fibre.
- c) Write down the procedure for handling Guest laundry.
- d) List down 2 advantages and 2 disadvantages of OPL.
