

Roll No.....  
Total No. of Questions: [09]

Total No. of Printed Pages: [01]

**BMS (HMCT) (Semester –1<sup>st</sup>)**  
**BASICS OF HOUSEKEEPING-I**  
**Subject Code: BHOM3104**  
**Paper ID: [310204]**

**Time: 03 Hours**

**Maximum Marks: 60**

**Instruction for candidates:**

1. Section A is compulsory. It consists of 10 parts of two marks each.
2. Section B consist of 5 questions of 5 marks each. The student has to attempt any 4 questions out of it.
3. Section C consist of 3 questions of 10 marks each. The student has to attempt any 2 questions.

**Section – A**

**(2 marks each)**

- Q1. Attempt the following:
- a. Write any four sub section of housekeeping departments?
  - b. Write any two functions of linen room?
  - c. Write any duties carried out by house man?
  - d. Differentiate between briefing& De briefing?
  - e. What do you mean by efficiency room?
  - f. What do you understand by the term barrier free rooms?
  - g. Write any two files maintained by housekeeping department?
  - h. What do you mean by work schedule?
  - i. Write any two examples of brushes?
  - j. What do you mean by floor seals?

**Section – B**

**(5 marks each)**

- Q2. Discuss the role of housekeeping department in hospitality industry with suitable examples?
- Q3. Discuss job description of floor supervisor?
- Q4. Write short notes on the following: A) Twin room B) Duplex C) Studio D) Guest supplies e) Guest amenities?
- Q5. Discuss characteristics of a good cleaning agent?
- Q6. Write short notes on the following: A) OOO B) Room status report C) Floor pantry D) Control desk E) Duty rota?

**Section – C**

**(10 marks each)**

- Q7. Draw organizational structure of housekeeping department of a large hotel? Discuss job description of executive housekeeper?
- Q8. Write brief notes on the following: A) Cleaning equipments used in housekeeping B) Types of cleaning agents?
- Q9. Write brief notes on the following: A) Role of control desk in housekeeping operations B) Duties carried out by room attendant?