Roll No…….. **Total No. of Printed Pages: [01]**
Total No. of Questions: [09]

BMS (HMCT) (Semester –1st)
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?