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Bachelor of Management Studies (HMCT) (Semester – 1st)

BASICS OF HOUSEKEEPING-I

Subject Code: BHOM3-104

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 two differences between Florist and horticulturist.
- b) Define Debriefing.
- c) Define Valet.
- d) Define Orthodox cleaning.
- e) List different complimentary amenities place in Suite room.
- f) Define Atrium.
- g) Define Dutch's wife.
- h) Define smoking Room.
- i) What is Floor Pantry?
- j) Why sweeping is done before dusting and dusting is done before vacuum cleaning?

Section – B

(5 marks each)

- Q2. How does housekeeping co-ordinate with maintenance.
- Q3. Explain various characteristics of good cleaning agent.
- Q4. List the duties and responsibilities of the control desk Supervisor.
- Q5. List the various manual equipment used in the housekeeping department.
- Q6. Briefly explain different format used in Housekeeping department.

Section – C

(10 marks each)

- Q7. Draw a neat layout of a Twin room in a five star hotel and label the areas.
- Q8. Define detergent. Enumerate qualities of a good detergent.
- Q9. Draw a neat layout of housekeeping department and explain various functions of the department.