

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**B.Sc.(HMCT) (2014 to 2017 Batch) (Sem.-1)**

**BASICS OF HOUSE KEEPING-I**

Subject Code : BSHM-104

M.Code : 12068

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

**SECTION-A**

**1. Describe in brief :**

- a. Define Orthodox cleaning.
- b. What do you understand by Parquet floor finish?
- c. What is linen chute?
- d. Define detergent.
- e. What is Murphy bed?
- f. What is Chamois leather?
- g. Define Debriefing.
- h. What do you understand by duty rota?
- i. Why sweeping is done before dusting and dusting is done before vacuum cleaning?
- j. Write two differences between Florist and horticulturist.

**SECTION-B**

2. Give five examples of manual and mechanical equipment used in Housekeeping department.
3. Give hierarchy of the medium size housekeeping department.
4. What is the role of housekeeping department in guests satisfaction and repeat business?
5. Discuss use of Eco-friendly products in housekeeping.
6. Differentiate between Vacant room and vacated room.

**SECTION-C**

7. Write in brief about the inter-departmental co-operation of the housekeeping department with front office department and maintenance.
8. Discuss some design features that ease cleaning. What cleaning principles one should follow while cleaning a guest room?
9. Draw a lay-out of a housekeeping department in a large hotel.

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**