

[illegible]

**BHMCT (Sem.-2)**  
**HOUSE KEEPING-II**  
**Subject Code : BH-114**  
**M.Code : 14522**

**Max. Marks : 30**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying  $2\frac{1}{2}$  (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

**1. Write short notes on :**

- Key Card
- Crib
- Block Cleaning
- Over Stay
- Cabana
- Housekeeping Report
- Discrepancy Report
- Inspection
- Room Transfer
- WLAN

### SECTION-B

2. Discuss in brief about various types of key used in hotel.
3. Draw the format for Maid's report.
4. How Housekeeping co-ordinate with Front Office and Maintenance?
5. How technology improves the working system of Housekeeping Department?
6. Write in brief about Lost & Found procedure.

### SECTION-C

7. Draw the layout of Standard Single Guestroom with scale dimension.
8. Write in detail about "Guest Special Request".
9. Explain various records maintained by Housekeeping Department.

**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.**