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Total No. of Pages : 02

Total No. of Questions : 09

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

Time : 3 Hrs.

Max. Marks : 30

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (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.

**SECTION-A**

**1. Write short notes on :**

- a. Key Card
- b. Crib
- c. Block Cleaning
- d. Over Stay
- e. Cabana
- f. Housekeeping Report
- g. Discrepancy Report
- h. Inspection
- i. Room Transfer
- j. 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.**