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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
- 2. SECTION-B contains FIVE questions carrying 21/2 (Two and Half) marks each and students has to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

#### **SECTION-A**

### 1.

- c. Guest special request register
  d. Foyer

- f. Emergency Key
- g. Back of the house area
- h. VIP 1
- i. High Traffic Area
- j. Log Sheet

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### **SECTION-B**

- 2. Enlist the supplies provided on bedside table and wardrobe of guestroom.
- 3. How does housekeeping coordinate with maintenance department for functioning of hotel? Explain.
- 4. What are the supplies provided to VIP 3 and VIP 4?
- 5. What is a facade? Explain the procedure for its cleaning.
- 6. Write a note on steps for key control in hotel.

## **SECTION C**

- 7. Describe in detail the use of computers in housekeeping department.
- 8. Draw the format and explain the usage of the following records:
  - a. Room Occupancy Report
  - b. Call Register
- 9. Explain the step by step procedure for cleaning a checkout room.

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.

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