

Roll No.

--	--	--	--	--	--	--	--	--	--

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. HWC
- b. Staff placement register
- c. Guest special request register
- d. Foyer
- e. OOO
- f. Emergency Key
- g. Back of the house area
- h. VIP 1
- i. High Traffic Area
- j. Log Sheet





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.

