

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-2)
HOUSE KEEPING-II
Subject Code : BH-114
Paper ID : [C0316]

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

Q1. Write short notes on :

- a) HWC
- b) Murphy bed
- c) Guest special request register
- d) Foyer
- e) Memory foam mattress
- f) Grand master key
- g) Key card
- h) Facade
- i) High Traffic Area
- j) Door knob cards

SECTION-B

- Q2. Enlist the supplies provided in the bathroom of a guestroom.
- Q3. Write a short note on use of computers in housekeeping department.
- Q4. Write the salient features of Key Control process in housekeeping department.
- Q5. Explain the work routine of cleaning back-of-the-house areas.
- Q6. What is Guest room inspection list? How is it useful?

SECTION-C

- Q7. Housekeeping coordinates with both Front Office and Maintenance department in maintain guest rooms. Explain this procedure of coordination and list records used for the same.
- Q8. Draw the format and explain the usage of the following records :
- a) Housekeeper's report
 - b) Lost & Found register
- Q9. Explain the step by step procedure for cleaning an occupied room.