

[illegible]

BHMCT (Sem.-6)
HOUSEKEEPING OPERATIONS-III
Subject Code : BH-316
Paper ID : [C0342]

Max. Marks : 30

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **ONE** mark each.
2. **SECTION-B** contains **FIVE** questions carrying **2¹/₂** (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.

Q.1. Write short notes on :

- Job specifications.
- Class B fire.
- Ways to eliminate algae in pool.
- House men.
- Antiseptic.
- Chlorination of pool.
- Reef knot.
- Water sprinklers.
- Active listening in dealing with guest complaint.
- Various pool depths.

SECTION-B

- Q.2. What are pre-preparations done as a prelude to staffing in housekeeping department?
- Q.3. Define First-aid. How is it important?
- Q.4. Write the steps taken in handling guest complaints.
- Q.5. Explain the types of filters fitted in swimming pool to keep the water clean.
- Q.6. List any five pool equipments that should be available near swimming pool and write their use.

SECTION-C

- Q.7. Enlist and explain the various precautions taken to prevent fires in a hotel.
- Q.8. Draw an organisation chart of housekeeping department of a large hotel with various job positions. What is the role of an Executive Housekeeper?
- Q.9. Explain the good and adverse effects of addition of chlorine in swimming pool water. How is the pH of water affected?