

**Total No. of Pages : 02**

**Total No. of Questions : 09**

**BHMCT (E-III) (Sem.-8)**  
**HOUSEKEEPING OPERATIONS-IV**  
**Subject Code : BH-402**  
**Paper ID : [C0359]**

**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 **2<sup>1</sup>/<sub>2</sub>** (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) Dustette
- b) Abrasives
- c) Linoleum flooring
- d) Drugget
- e) Wall paper
- f) Steam press
- g) Dado
- h) Capital expenses
- i) Inventory
- j) Standard size of a double bed

### SECTION-B

2. Discuss how operating budget act as a control tool for the housekeeper.
3. Enlist the pre-operating operations of housekeeping department.
4. What are surfactants? Explain the role of soap/detergent in cleaning the surface.
5. Give the standard sizes of any five linen items kept in a guest room.
6. Compare and contrast the duties of floor supervisor and public area supervisor.

### SECTION-C

7. What do you understand by soft opening of a hotel? Discuss the pre-operating operations of housekeeping department.
8. What are the factors to be considered while choosing a suitable type of wall covering? Give suitable examples.
9. Discuss any five electrically operated cleaning equipments used in a hotel housekeeping giving brief detail of their operation and use.