

Roll No.

Total No. of Pages : 02.

Total No. of Questions : 09

BHMCT (Sem.-1)
HOUSE KEEPING-I
Subject Code : BH-113
M.Code : 14507

Date of Examination : 28-06-2024

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying $2\frac{1}{2}$ (Two and Half) marks each and student 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) Eye for detail
 - b) Linen room
 - c) G.R.A.
 - d) Periodic cleaning
 - e) Entomologically clean
 - f) Infestation
 - g) Abrasive cleaning agents
 - h) Floor seal
 - i) Porcelain
 - j) Granolithic flooring.

SECTION-B

2. Discuss the general criteria for selection of a suitable cleaning agent for a surface.
3. Justify the statement - *'Housekeeping is the ears and eyes of the hotel'*.
4. Classify cleaning based on the 'frequency' of cleaning giving suitable examples.
5. Explain the preventive measures applied for Pest Control in a hotel.
6. Differentiate between Cork and Wood. Where are they used in hotels?

SECTION-C

7. Draw a neat layout of housekeeping department giving an overview of sub sections in the department. Write a brief note on each section.
8. Describe the nature, role and function of 'Acidic cleaning agents' and 'Disinfectants' in a hotel giving suitable examples.
9. What is EPNS? Describe any two methods of removing tarnish from EPNS used in hotels.

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.

[illegible]

Total No. of Questions : 09

Date of Examination : 11-01-2025

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS 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 has to attempt any **TWO** questions.

SECTION-A

1. Write short notes on:

- a) Floor Pantry
- b) Tarnish
- c) Seamstress
- d) Galvanizing
- e) Rodents
- f) Shellac
- g) Block Cleaning
- h) Surfactants
- i) Termites
- j) Floor Seals

SECTION-B

2. Explain common pests and their control methods.
3. List down the duties and responsibilities of Executive Housekeeper.
4. Explain the points you will consider while selection of cleaning agents.
5. Enlist and explain various ways in which metals can be protected.
6. Write down the step by step procedure of cleaning a Chandelier.

SECTION-C

7. Explain the qualities of a good Housekeeping Staff.
8. What are polishes? Explain the different types of polishes used in hotels.
9. Explain various cleaning principles followed by housekeeping staff.

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.