

Roll No.
Total No. of Questions : 09

Total No. of Pages : 02

BHMC (AICTE) (Sem.-2)
HOUSE KEEPING-II
Subject Code : BH-114

M.Code : 14522

Date of Examination : 16-07-22

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 $2\frac{1}{2}$ (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.

SECTION-A

1. Write short notes on :

- a) WLAN
- b) Front of the house areas.
- c) Back of the house areas.
- d) What is area inventory list?
- e) Guests special requests.
- f) What are electronic locks?
- g) What is shoe mitt?
- h) Sani - bin
- i) What is mini bar?
- j) DND card.

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SECTION-B

2. Write a note on computerised key cards.
3. Draw a neat layout of a standard guest room.
4. Discuss the different methods for facade cleaning.
5. Discuss the use of Room occupancy report with the help of a format.
6. Explain lost and found procedure with the help of suitable formats.

SECTION-C

7. Write a detailed note on the use of computers in housekeeping department.
8. Write an essay on the different types of keys and key control.
9. Discuss in detail the Inter departmental relationship of housekeeping with front office.



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

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(SS) - 1403

Roll No.

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**BHMCCT (Sem.-2)
HOUSE KEEPING-II**

Subject Code : BH-114

M.Code : 14522

Date of Examination : 10-12-2024

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

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2. SECTION-B contains FIVE questions carrying $2\frac{1}{2}$ (Two and Half) marks each and students has to attempt any FOUR questions.
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SECTION-A

1. Write short notes on :

- a. Expand HWC & OOO
- b. Back of the house areas
- c. Floor Register
- d. Reporting Staff Placement Register
- e. Peco
- f. Cloakroom
- g. High Traffic Areas
- h. Section Master Key
- i. Murphy Bed
- j. Sofa Bed

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SECTION-B

2. Enlist the supplies provided on writing table and wardrobe of guestroom.
3. How does housekeeping coordinate with maintenance department for functioning of hotel? Explain.
4. Differentiate between guest loan items and guest essentials.
5. Discuss the work routine and associated problems of public area cleaning.
6. What is a work order? Discuss its significance.

SECTION-C

7. Describe in detail the use of computers in housekeeping department.
8. Discuss the Lost and Found procedure in detail with formats.
9. Explain the step by step procedure for cleaning a checkout room.

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1. Write short notes on :

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9. Write a detailed note on use of computers in Housekeeping department.
8. Prepare the format of a key control sheet. Explain the procedure of key control in Housekeeping Department of a hotel.
7. What is the importance of guest room inspection and how it should be conducted? Support your answer with relevant format.

SECTION-C

6. Explain special provisions for a VIP room.
5. Draw a neat layout of a standard guest room.
4. Discuss the interdepartmental relationship of Housekeeping with maintenance.
3. Discuss the different types of keys.
2. Differentiate between Front of the house areas and back of the house areas.

SECTION -B

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- each and students

- most and found slip.
 Ship between Housekeeping and Maintenance department.
 Studio bed and Murphy bed.
Patented Key Card™.
 room supplies.

- types of mattresses used in hotel guest room. Use of "Key control" to ensure safety of guest. Importance of guest room inspection and how it should be conducted? with relevant format.

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