

Roll No.

Total No. of Pages : 02

Total No. of Questions : 18

BHMCT (Sem.-5)
HOUSE KEEPING OPERATIONS-III
Subject Code : BH-316
M.Code : 14569

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

Write short notes on :

- 1) What is Job sharing?
- 2) What is Job assignment?
- 3) Write First aid for Burns & Scalds
- 4) Explain SPA
- 5) What is Cross training?
- 6) What is Job safety analysis?
- 7) Write any two examples of attitudinal complaints
- 8) Differentiate between Job specification & Job description
- 9) Who is Apprentice?
- 10) What do you mean by OSH Standards?

SECTION-B

- 11) Discuss various components of swimming pool. List out pool equipment also.
- 12) Differentiate between technical & service related complaints.
- 13) Write first aid for the following cases :
 - a) Fits
 - b) Choking.
- 14) Discuss relevance of staffing in housekeeping operations.
- 15) Write short notes on the following :
 - a) Fire drill
 - b) Escape routes
 - c) Fire alarm
 - d) Fire extinguisher
 - e) Fire fighters

SECTION-C

- 16) Write a brief note on the following in context of swimming pool operation & Management:
 - a) Water chemistry
 - b) Types of filters
 - c) Algae
- 17) What is first aid? Write a brief note on first aid box.
- 18) List various steps to be taken by an employee in a fire emergency.

NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC case against the Student.



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BHMCT (Sem.-5,6)
HOUSE KEEPING OPERATIONS-III
Subject Code : BH-316
M.Code : 14569
Date of Examination : 10-01-2025

Time : 3 Hrs.

Max. Marks : 30

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1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
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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) Pre-screening
- b) Probationary period
- c) Simulation Training
- d) Flammable material
- e) Skimmers
- f) Sight Glass
- g) Water Chemistry
- h) Staffing
- i) Guest Complaint
- j) Earth Sand (ES) filter

SECTION-B

2. Explain when should a job specification be prepared.
3. What is an Interview, what points need to be kept in mind for a success full interview?
4. Explain how can a fire be prevented by housekeeping department of a hotel?
5. What are Fire emergencies-how can they be prevented?
6. What is the importance of Backwash cycle?

SECTION-C

7. What is Employee Requisition also explain with a format?
8. Explain in detail the system of handling guest complaints.
9. What is First Aid? What first Aid will be provided in case of Fracture?

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