Roll No. | | | | | | | | | | | Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.–6)

HOUSEKEEPING OPERATIONS-III

Subject Code : BH-316

M.Code : 14569

Date of Examination : 07-06-2024

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 $2^1/_2$ (Two and Half) marks each and students have 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. CPR

   b. Algae

   c. Job list

   d. First Aid

   e. Employee Requisition Form

   f. Ergonomics

   g. Spa

   h. Facility Manager

   i. SOP

   j. OHSM.

SECTION-B

2. Develop job specification for floor Supervisor.

3. Discuss in brief about water treatment methods.

4. Discuss in brief about complaint and its types.

5. Classify various types of fire extinguisher used in a hotel.

6. What is Grievance Record system? Explain.

SECTION-C

7. Calculate the number of staff required in Housekeeping department for a 300 room hotel when the occupancy is 75% for the day and hotel is having 20 room stands OOO.

8. Draw the layout of pool side area for a 5-star hotel.

9. What first aid you will provide in case of :

   a. Burn

   b. Choking

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.