

Printed Pages : 3



HMCT-104/NBHM-104

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 174116

Roll No.

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B. H. M. C. T.

(SEM. I) (ODD SEM.) THEORY
EXAMINATION, 2014-15

FOUNDATION COURSE IN HOTEL HOUSEKEEPING - I

Time : 2 Hours]

[Total Marks : 50

Note : The paper consists of three sections. Instructions and marks allotted to each section are given below each section.

SECTION-A

Attempt all parts of this question. Each part carries **2×5=10**
2 marks.

- 1 Explain the following terms in 50-70 words :
- (a) Box Sweeper
 - (b) Mitering
 - (c) Baby Sitting
 - (d) Reagents
 - (e) Hotel

SECTION-B

Attempt any **three** parts of this section : **5×3=15**

- 2 (a) Mention the duties and responsibilities of Floor Supervisor in a hotel.
- (b) What is evening service? Explain the procedure carried out by a room attendant for the same.
- (c) Write a short note on a baby sitting facility and draw the format used to keep record for the same.
- (d) Describe the coordination between housekeeping and front office department in detail.
- (e) Explain any two mechanical cleaning equipments in detail.

SECTION-C

Attempt **all** the questions. **5×5=25**

- 3 Explain in detail the importance of housekeeping in a hotel.

OR

Draw the organizational chart of housekeeping department for a large hotel. Give five duties of Room Attendant

- 4 How will you make a Night Bed? Explain the step by step procedure.

OR

Give the procedure of cleaning of Occupied Room.

- 5 How will housekeeping deal with a valuable article found in the guestroom after check out of the guest? Give the procedure.

OR

Describe the various functions of housekeeping department in a hotel.

- 6 Mention the importance of House Maid's trolley. Make a list of all items carried in the trolley.

OR

Draw the layout of housekeeping department and explain each part in detail.

- 7 Classify the cleaning equipments used in hotel. Explain the importance and uses of each equipments.

OR

Explain in detail about the detergents and its components. Mention the general criteria for selection of cleaning agents.
