

BHMCT
(SEM II) THEORY EXAMINATION 2018-19
HOTEL HOUSEKEEPING-II

Time: 3 Hours**Total Marks: 100****Note:** Attempt all Sections. If require any missing data; then choose suitably.**SECTION A****1. Attempt all questions in brief. 2 x 10 = 20**

- a. Amenities
- b. VIP
- c. Upholstery
- d. SOP
- e. Discrepancy Report
- f. Tarnish
- g. Chamois
- h. Mosaic tiles
- i. Drapery
- j. HWC

SECTION B**2. Attempt any three of the following: 10x3=30**

- a. How are Lobbies, Restaurant and Guest corridors cleaned?
- b. Write a note on wall covering and their types.
- c. What are the various types of floor finishes? Explain.
- d. Explain Guest Room Inspection checklist with format.
- e. What do you understand by control desk?

SECTION C**3. Attempt any one part of the following: 10x1=10**

- a. Explain duty roster with suitable format?
- b. Discuss telephone handling in details.

4. Attempt any one part of the following: 10x1=10

- a. What are the points to be considered while selecting a flooring?
- b. Discuss the forms and reports used in housekeeping control desk?

5. Attempt any one part of the following: 10x1=10

- a. Discuss functions for which housekeeping department co-ordinate with front office and maintenance.
- b. What are the various leisure areas in a hotel? How are they cleaned?

6. Attempt any one part of the following: 10x1=10

- a. How are carpet cleaned and maintained?
- b. What is periodic cleaning & Spring cleaning?

7. Attempt any one part of the following: 10x1=10

- a. What is EPNS? How is it cleaned & polished?
- b. What protective finishes may be applied on wood.