

Printed Pages : 2



BHMCT-504

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

PAPER ID : 990504

Roll No.

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B. H. M. C. T.

(SEM. V) (ODD SEM.) THEORY

EXAMINATION, 2014-15

HOTEL HOUSEKEEPING MANAGEMENT – IV

Time : 2 Hours]

[Total Marks : 50

PART - A1 Define any six of the following term : **2×6=12**

- a) O.O.O
- b) Lanai
- c) Penthouse
- d) Studio Room
- e) Scanty Baggage
- f) Division of work
- g) Par stock
- h) Itinerary.

PART – B2 Attempt any four questions : **5×4=20**

- a) What is renovation? Explain the various types of renovation.

- b) What is stock taking and why it is important?
- c) What do you understand by crisis management? And discuss the various reasons for the crisis in the hotel.
- d) Explain the various points considered while cleaning of the public area of five star hotel.
- e) How would you handle a VIP guest in a hotel?
- f) Describe the coordination between housekeeping and maintenance department in detail.

3 Attempt any three questions : **6×3=18**

- a) Write a short note on Energy conservation in hospitality industry.
 - b) Mention the duties & responsibilities of Executive Housekeeper in a hotel.
 - c) What steps needs to be taken to reduce employee and guest theft?
 - d) How many types of purchasing used in the housekeeping department? Explain.
 - e) What is turndown service? Explain the procedure carried out by a room attendant for the same.
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