

Paper Id: **174510**

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BHMCT
(SEM-V) THEORY EXAMINATION 2019-20
HOTEL HOUSEKEEPING-V

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. What is renovation?
- b. Define contract cleaning.
- c. Explain Ecotel Hotels.
- d. What is par level?
- e. What is par stock?
- f. Define linen inventory.
- g. Explain par Stock.
- h. What is renovation?
- i. Explain fly ash.
- j. Define grey water.

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

- a. Draw the format of duty Rota. Explain its importance.
- b. Explain the significance and applications of par stock.
- c. Discuss the term physical survey and work specification.
- d. Why do hotels renovate their properties?
- e. Elaborate GRN.

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

- a. How many types of purchasing used in the housekeeping department? Explain
- b. What is contract? Discuss the various jobs that can be given on contract.

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

- a. How would you handle a VIP guest in a hotel?
- b. Write a short note on loss prevention.

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

- a. What do you understand by crisis management? And discuss the various reasons for the crisis in the hotel.
- b. Explain the various types of renovation.

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

- a. What is stock taking and why it is important?
- b. What is the procedure that needs to be carried out prior redecoration of a hotel?

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

- a. What is work analysis?
- b. What is renovation?