

Roll No. ....

**BHM-11/DHM-11 (Bachelor/Diploma  
of Hotel Management)**

**First year, Examination-2014**

***BHM-102/DHM-102***

**Introduction to Housekeeping**

**Time Allowed : Three Hours**

**Maximum Marks : 30**

**Note : The paper is divided into three sections A, B and C. Notes for each section are given in the section itself.**

**Section - A  
(Long answer type Questions)**

**Note : Answer any 2 Questions. Each question carries  
7½ marks. (2×7½=15)**

1. Draw a neat layout of housekeeping department. Explain the different section of housekeeping department.
2. Why housekeeping control desk is called as the nerve centre of housekeeping department? Discuss the importance of the control desk.
3. What are the different types of hotel laundry? Give advantages and disadvantages of each.
4. Explain in detail the attributes of a good housekeeper.

### **Section - B**

#### **(Short answer type Questions)**

**Note : Answer any 4 questions. Each question carries 2½ marks. (4×2½=10)**

1. Give the organizational chart of the housekeeping department of a medium size hotel.
2. What are the different types of cleaning equipment? Explain any two of them.
3. How linen and uniform is exchanged from the linen and uniform room?
4. Explain the procedure of serving and checking of VIP room.

5. Draw a neat format of guest room inspection checklist.
6. Write down a job description of a laundry manager.
7. List the name of amenities and supply provided in a guest room.
8. What are the different types of cleaning schedules followed in Hotels?

### Section - C

#### (Objective type Questions)

**Note : Answer all questions. Each question carries  $\frac{1}{2}$  Marks. (10 $\times\frac{1}{2}$ =5)**

1. A room which is closed for renovation is known as .....
2. Full form of SOP.
3. The most important quality of a Housekeeping Observation skill is .....
4. .... Service is the evening service given in the room.
5. ANC Stands for .....

6. The clean exterior of hotel will automatically tempt buyers to have a look at the interiors too.  
(True/False)
7. In dry Cleaning, articles are washed in cleaning Solvent  
(True/False)
8. Housecount is the number of rooms that have been rented on a particular date. (True/False)
9. Vacant rooms are those rooms that are ready for sale  
(True/False)
10. Line comes under non-recycled inventory. (True/False)