Roll No.							Total No. of Pages : 02
							3

Total No. of Questions: 09

BHMCT (Sem.-2) HOUSE KEEPING-II Subject Code: BH-114 M.Code: 14522

Time: 3 Hrs. Max. Marks: 30

INSTRUCTION TO CANDIDATES:

- 1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 2. SECTION-B contains FIVE questions carrying $2^{1}/_{2}$ (Two and Half) marks each and students has to attempt any FOUR questions.
- 3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION-A

1. Write short notes on:

- a. Key Card
- b. Crib
- c. Block Cleaning
- d. Over Stay
- e. Cabana
- f. Housekeeping Report
- g. Discrepancy Report
- h. Inspection
- i. Room Transfer
- i. WLAN

1 | M - 1 4 5 2 2 (S5) - 1 4 2 4

SECTION-B

- 2. Discuss in brief about various types of key used in hotel.
- 3. Draw the format for Maid's report.
- 4. How Housekeeping co-ordinate with Front Office and Maintenance?
- 5. How technology improves the working system of Housekeeping Department?
- 6. Write in brief about Lost & Found procedure.

SECTION-C

- 7. Draw the layout of Standard Single Guestroom with scale dimension.
- 8. Write in detail about "Guest Special Request".
- 9. Explain various records maintained by Housekeeping Department.

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

2 | M - 1 4 5 2 2 (S5) - 1 4 2 4