Roll No.
Total No. of Pages: 02
Total No. of Questions : 09

## BHMCT (Sem.-2)

## HOUSE KEEPING-II

## Subject Code : BH-114 <br> 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 $\mathbf{2 1}_{2}$ (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
j. WLAN

## 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.

