Roll No. $\square$

# BHMCT (Sem.-2) 

HOUSE KEEPING-II
Subject Code : BH-114
Paper ID: [C0316]
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 $\mathbf{2 1}^{1} / 2$ (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
Q1. Write short notes on :
a) HWC
b) Murphy bed
c) Guest special request register
d) Foyer
e) Memory foam mattress
f) Grand master key
g) Key card
h) Facade
i) High Traffic Area
j) Door knob cards

## SECTION-B

Q2. Enlist the supplies provided in the bathroom of a guestroom.
Q3. Write a short note on use of computers in housekeeping department.
Q4. Write the salient features of Key Control process in housekeeping department.
Q5. Explain the work routine of cleaning back-of-the-house areas.
Q6. What is Guest room inspection list? How is it useful?

## SECTION-C

Q7. Housekeeping coordinates with both Front Office and Maintenance department in maintain guest rooms. Explain this procedure of coordination and list records used for the same.

Q8. Draw the format and explain the usage of the following records :
a) Housekeeper's report
b) Lost \& Found register

Q9. Explain the step by step procedure for cleaning an occupied room.

