

Roll No.

Total No. of Pages : 02

Total No. of Questions : 18

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 **2¹/₂** (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

Write short notes on :

1. Pocket spring mattress
2. VIP room special amenities
3. Facade
4. Trundle bed
5. Emergency key
6. Vestibule area
7. Scanty baggage guest
8. O.O.O.
9. Lost and found
10. Floor register

SECTION-B

11. What are the supplies kept in the wardrobe of a guestroom. Explain.
12. Describe the steps in bed making.
13. Draw the format of Room Occupancy report and explain its importance.
14. Write the advantages of use of computerised key cards in comparison with traditional lock & key system.
15. Explain the interdepartmental relationship of housekeeping with security department.

SECTION-C

16. '*Key control is one of the most important tasks of Housekeeping*'. Explain the process of key control and discuss its importance.
17. What is a 'Call register' & 'Guest Special request register'? Who maintains them and how do they help in smooth functioning of the department?
18. Describe the steps taken in routine cleaning of Lobby area. What are the associated challenges in keeping this area clean?

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.