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BHMCT (Sem.-6) HOUSEKEEPING OPERATIONS-III

Subject Code: BH-316 Paper ID: [C0342]

Time: 3 Hrs. Max. Marks: 30

INSTRUCTION TO CANDIDATES:

- 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

Q.1. Write short notes on:

- a) Job specifications.
- b) Class B fire.
- c) Ways to eliminate algae in pool.
- d) House men.
- e) Antiseptic.
- f) Chlorination of pool.
- g) Reef knot.
- h) Water sprinklers.
- i) Active listening in dealing with guest complaint.
- j) Various pool depths.

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SECTION-B

- Q.2. What are pre-preparations done as a prelude to staffing in housekeeping department?
- Q.3. Define First-aid. How is it important?
- Q.4. Write the steps taken in handling guest complaints.
- Q.5. Explain the types of filters fitted in swimming pool to keep the water clean.
- Q.6. List any five pool equipments that should be available near swimming pool and write their use.

SECTION-C

- Q.7. Enlist and explain the various precautions taken to prevent fires in a hotel.
- Q.8. Draw an organisation chart of housekeeping department of a large hotel with various job positions. What is the role of an Executive Housekeeper?
- Q.9. Explain the good and adverse effects of addition of chlorine in swimming pool water. How is the pH of water affected?

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