

Total No. of Questions : 09

Subject Code : MHM-104-18

M.Code : 75146

Time : 3 Hrs.

Max. Marks : 60

1. **SECTION-A** is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each.
2. **SECTION-B** contains **FIVE** questions carrying **FIVE** marks each and students have to attempt any **FOUR** questions.
3. **SECTION-C** contains **THREE** questions carrying **TEN** marks each and students have to attempt any **TWO** questions.

SECTION-A

- 1. Define the following :**

- a) Room status
- b) Master key
- c) Linen chute
- d) Surfactant
- e) Rexene
- f) Tarnish
- g) Murphy bed
- h) Call register
- i) Scrim
- j) Horticulture

SECTION-B

2. Discuss the role of housekeeping in guest satisfaction.
3. Write a short note on coordination between Front office and Housekeeping departments in a hotel.
4. Explain the Lost and Found procedure in a hotel.
5. Describe any two methods of tarnish removal from Silver.
6. List the characteristics of a good cleaning agent.

SECTION-C

7. “*Desk control is termed as the Nerve Centre of Housekeeping*”. Justify the statement detailing the tasks carried out at the housekeeping control desk.
8. Draw a neat and labelled diagram of layout of a double room showing all major pieces of furniture in the room. List any five amenities kept in the guest room. Where are they placed?
9. Describe any five types of vacuum cleaners and their uses. What are the characteristics of good cleaning equipment?

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.