

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)

B.Sc. (H. & H.A.) Sem-II : WINTER : 2024

SUBJECT: MANAGING HOUSEKEEPING OPERATIONS (THEORY)

Day : Monday
Date : 09/12/2024

W-19861-2024

Time : 10:00 AM-12:30 PM
Max. Marks : 60

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Answers to Both the sections to be written in **SAME** answer book.
- 3) Figures to right indicate **FULL** marks.

SECTION - I

Q.1) Explain the Following: ANY SIX Terms

(06)

- a) Damask
- b) Log Book
- c) Linen Par
- d) Guestroom Inspection
- e) Guest Pass
- f) Vestibule
- g) Darning
- h) Seersucker

Q.2) Attempt ANY THREE of the following:

(12)

- a) List down the duties of a Floor Supervisor.
- b) Explain the various types of Linen Room in detail.
- c) Draw a neat and labelled layout of Linen Room for a large hotel.
- d) List down any 4 records maintained at Control Desk & write its Importance.

Q.3) Attempt ANY THREE of the following:

(12)

- a) Write a short note on key control in Housekeeping
- b) Explain the importance of Control Desk.
- c) List down the activities carried out in Linen room.
- d) Write down the procedure for exchanging Restaurant Linen in linen & uniform room

P.T.O.

SECTION - II

Q.4) Explain the Following: ANY SIX Terms

(06)

- a) White Ragging.
- b) Mercerization
- c) Dry cleaning
- d) OPL
- e) Sericulture
- f) Dungarees
- g) Weft
- h) Thimbles

Q.5) Attempt ANY THREE of the following:

(12)

- a) What are the commonly neglected areas in hotel guestrooms with regards to cleaning?
- b) List down any 4 different Fabrics used in Hotels in different areas.
- c) List down 4 Laundry Aids used in Laundry and explain function of each.
- d) Write down the general procedure to follow while removing Stains.

Q.6) Attempt ANY THREE of the following:

(12)

- a) Classify Fibres & give examples of each.
- b) List down 2 advantages and 2 disadvantages of Cotton.
- c) List down 2 advantages and 2 disadvantages of Dry-Cleaning.
- d) Write down the procedure for handling Guest laundry.
