

BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)
B.Sc. (H. & H.A.) Sem-II : WINTER: 2025
SUBJECT: MANAGING HOUSEKEEPING OPERATIONS

Day : Monday
Date : 08/12/2025

W-19861-2025

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

N.B.:

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

SECTION – I

Q.1) Answer the following: (Any 6)

(6 Marks)

- | | |
|------------------|-----------------|
| 1) White Ragging | 5) Cutting Down |
| 2) Darning | 6) Vanity Unit |
| 3) Laundromats | 7) Thimble |
| 4) Dungarees | 8) Gabardine |

Q.2) Answer the following: (Any 3)

(12 Marks)

- a) Explain and draw the following registers maintained by control desk:
i) Guest message Register ii) Departure Register
- b) What are the various functions of housekeeping control desk?
- c) List down the importance of discard management
- d) List down the equipment used in uniform room

Q.3) Answer the following: (Any 3)

(12 Marks)

- a) If a room attendant finds guest T shirt while cleaning departure room which procedure you will follow. Explain in detail
- b) List down the various activities carried out in sewing room
- c) Explain what dirty dozen in the room while cleaning the guest room
- d) Discuss the selection criteria for purchase of linen in hotels.

SECTION – II

Q.4) Answer the following: (Any 6)

(6 Marks)

- | | |
|-----------------|---------------|
| 1) Tog | 5) Suds |
| 2) Light Linen | 6) Grey Goods |
| 3) Thread Count | 7) Seersucker |
| 4) Weft | 8) Napping |

(P.T.O.)

Q.5) Answer the following: (Any 3)

(12 Marks)

- a) Draw the layout of the laundry in the hotel
- b) Explain the activities in the linen room
- c) List down 4 advantages of OPL
- d) List down 4 principle of stain removal

Q.6) Answer the following: (Any 3)

(12 Marks)

- a) List down 4 disadvantages of Off Premises Laundry
- b) Write note on Dry Cleaning
- c) List down any 4 man-made fibers in detail
- d) List down the uses of textiles in hotel.
