

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

**B.Sc. (H. & H.A.) Sem-II : WINTER- 2022
SUBJECT : MANAGING HOUSEKEEPING OPERATIONS**

Day : Friday

Time : 10:00 AM-12:30 PM

Date : 16-12-2022

W-19861-2022

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 indicates **FULL** marks.

SECTION - I

Q.1) Answer **ANY SIX** of the following: (06)

- a) Explain the term Inspection Checklist.
- b) Explain the term Tarnish.
- c) What is the use of Grandmaster Key in Housekeeping.
- d) What is Gate Pass?
- e) What is Drill?
- f) What is Scheduled Maintenance?
- g) Explain the term ' Night Report'.
- h) Explain the term 'Dungarees'

Q.2) Attempt **ANY THREE** of the following (12)

- a) List down the duties of a Control Desk Supervisor.
- b) Control Desk is the communication hub of Housekeeping – Elaborate.
- c) List down various equipment used in Sewing Room.
- d) Draw a neat and labelled layout of Linen room for a large hotel.

Q.3) Attempt **ANY THREE** of the following (12)

- a) Draw a format of Carpet Shampoo Register maintained at Control Desk & give uses of it.
- b) Explain the Lost & Found procedure with the help of flowchart.
- c) List down any 4 reuses of Discard Linen.
- d) Write down the procedure for exchanging Restaurant Linen in Linen & Uniform room.

SECTION - II

Q.4) Answer **ANY SIX** of the following: (06)

- a) What is Sericulture?
- b) Explain the term 'Selvedge'
- c) What is Weft?
- d) Explain the term 'Vanity unit'.
- e) Explain the term 'Vestibule'.
- f) What is Sanforizing?
- g) Explain the term 'Dry cleaning'
- h) Give the Full form of OPL.

P.T.O.

Q.5) Attempt **ANY THREE** of the following (12)

- a) List down the Neglected Areas in the Guestroom while cleaning.
- b) List down 2 advantages & 2 disadvantages of Polyester.
- c) Enlist down 4 equipment used in Laundry and explain function of each.
- d) List down 4 points on precautions to be taken 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 Wool.
- c) List down 2 advantages and 2 disadvantages of Contract Laundry.
- d) Enlist down 4 Laundry Agents used in Laundry and explain use of each.

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