

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

**B.Sc. (H. & H.A.) Sem-II :SUMMER : 2023  
SUBJECT : MANAGING HOUSEKEEPING OPERATIONS**

Time : 10:00 AM-12:30 PM

Day : Monday

Date : 22-05-2023

**S-19861-2023**

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) Log book     | e) Soft furnishing  |
| b) Drill        | f) White Ragging    |
| c) Night Report | g) Contingency plan |
| d) Dungarees    | h) Damask           |

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

- a) List down the duties of Control Desk Supervisor
- b) List and explain any four registers maintained at control desk
- c) Write down the procedure for exchanging Uniforms in Linen & Uniform room.
- d) List down any 2 reasons of Discarding Linen & 2 reuses of Discard Linen.

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

- a) Draw a flowchart explaining the Lost & Found Procedure.
- b) Explain in detail the importance of Guestroom Inspection in hotel
- c) List down the various activities carried out at linen room
- d) List down various equipment used in Sewing room.

**SECTION - II**

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

- |                  |                    |
|------------------|--------------------|
| a) Laundromats   | e) Warp            |
| b) Gaberdine     | f) Condemned linen |
| c) Mercerization | g) Tarnish         |
| d) Sericulture   | h) Calender        |

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

- a) List down the Dirty Dozen in the guestroom while cleaning.
- b) List down 2 advantages & 2 disadvantages of nylon.
- c) List down 2 advantages and 2 disadvantages of Off Premises Hotel Laundry.
- d) Draw the layout of Laundry in large hotel and list the sections.

Q.6) Attempt **ANY THREE** of the following (12)

- a) Differentiate between Natural & Man-made Fibres.
- b) Classify Fibres and give examples of each type.
- c) Define stain and write down the general procedure to follow while removing Stains.
- d) Classify Laundry Aids and give example of each type used in Laundry

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