



**MBO-0101041004** Seat No. \_\_\_\_\_

**Bachelors of Hotel & Tourism Management**

**(Sem. I) Examination**

**November / December – 2016**

**1.4 : Housekeeping - I\*\***

**(New Course)**

Time : **3** Hours]

[Total Marks : **70**

- Instructions:** (1) Attempt any two from Question 2 to Question No. 4.  
(2) All other questions are compulsory.  
(3) Use of pencil for drawing and labelling is a must.

**1** Do as directed: **(5+4+5=14)**

(a) Match the following **(5x1=5)**

A	B
(i) Cabana	(i) Key control policy
(ii) Coding	(ii) smart card
(iii) 1970's	(iii) Roof
(iv) 1998	(iv) water body
(v) Penthouse	(v) electronic key and lock

(b) Expand the following acronyms: **(4x1=4)**

(i) BIB	(iii) COMP
(ii) N/C	(iv) SB

- (c) Define the following terms: **(5x1=5)**
- (i) Housekeeping
  - (ii) Crib
  - (iii) Murphy
  - (iv) Linen outlet or chute
  - (v) Wing key
- 2** Draw and explain hospitality umbrella. Classify hotels on the basis of Location. **(7+7=14)**
- 3** What are functions of housekeeping in hotel industry ? Write a note on guest satisfaction and repeat business. **(7+7=14)**
- 4** Draw organisational structure of housekeeping department in Medium hotel. Enlist and explain types of guest room in hotel. **(7+7=14)**
- 5** Attempt any **two** **(2x7=14)**
- (a) Enlist sub departments and explain functions of sub departments in housekeeping.
  - (b) Write job description and specification of executive housekeeper.
  - (c) Write a note selection and purchase criteria of cleaning agents.
  - (d) Explain policies for key control in hotel.
- 6** Draw any two layout of the following: **(2x7=14)**
- (a) Suit room
  - (b) Maid's service room
  - (c) Housekeeping department in large hotel.