

NBI-010-1042004

Seat No.

First Year Bachelor of Hotel & Tourism Management (Sem. I) Examination

April / May - 2017

2.4: Housekeeping - II

(New Course)

Faculty Code: 010

Subject Code: 1042004

Time: 3 Hours [Total Marks: 70

Instructions: (1) Attempt all the questions options, if any, are given.

- (2) The maximum marks are assigned in front of each question.
- (3) Attempt any **two** questions (each carrying 14 Marks) from the **questions 2 to 5** in 500 words each.
- (4) Use of pencil for drawing and labelling is a must.

1 Do as directed:

5+6+3=14

(a) Match the following:

Specification

Size in inches

- (i) 4 seater table cloth
- $(1) \quad 30*54$
- (ii) 6 seater table cloth
- (2) 70*100
- (iii) 8 seater table cloth
- (3) 54*54
- (iv) Single blanket
- (4) 52*72
- (v) Bath towel
- (5) 90*72
- (b) Define the following:
 - (i) Orthodox cleaning
 - (ii) Block cleaning
 - (iii) Team cleaning
 - (iv) Dirty dozen
 - (v) Par stock
 - (vi) Checklist

	(i) Red
	(ii) Amber
	(iii) Green
2	Write a note on care labels with instruction chart in Dutch system. What is housekeeping control desk? Explain its features.
3	What are the rules of the floor? Write procedure of daily leaning of occupied room.
4	Write a note on room transfer procedure. Draw sample layout of linen room in large hotel.
5	Write basic guidelines for prevention of accident. While handling guest complaint which guidelines to be followed?
6	Attempt any two: 2×7=14
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6	
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6	(a) Write public area cleaning procedure of (i) Restaurant
6	(a) Write public area cleaning procedure of(i) Restaurant(ii) Front desk
7	 (a) Write public area cleaning procedure of (i) Restaurant (ii) Front desk (b) Draw flowchart of lost and found procedure
	 (a) Write public area cleaning procedure of (i) Restaurant (ii) Front desk (b) Draw flowchart of lost and found procedure (c) Enlist potential hazards in housekeeping department.
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Write meaning of following colours in care labels of linen:

(c)