



MBI-010-1042004 Seat No. _____

**First Year Bachelor of Hotel & Tourism
Management (Sem. II) (CBCS) Examination**

March / April - 2018

2.4 : Housekeeping - II
(New Course)

Faculty Code : 010

Subject Code : 1042004

Time : **3 Hours**]

[Total Marks : **70**

- Instructions :** (1) The maximum marks are 70. All questions carry equal marks.
- (2) The maximum marks are assigned in front of each question.
- (3) All questions are compulsory to attempt.

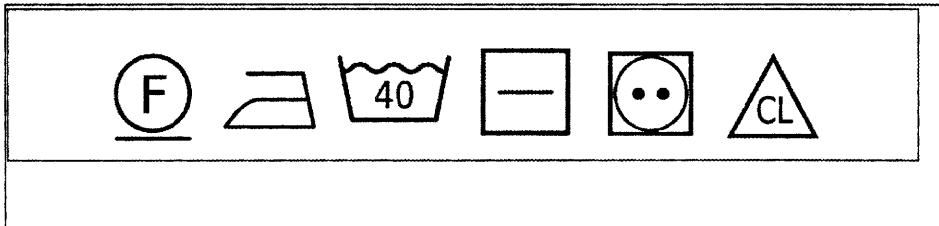
- 1** Do as directed : **7+7=14**
- (a) Define the following : **7×1=7**
- (i) Thread count
- (ii) Work order form
- (iii) Par stock
- (iv) Three E'S
- (v) White ragging
- (vi) Attitudinal complaint
- (vii) Inspection checklist
- (b) Fill in the blanks : **7×1=7**
- (i) _____ is the size of double bedsheet.
- (ii) _____ is the special service provided by the housekeeping department in evening to re stock supplies and amenities.

- (iii) MSDS stands for _____
- (iv) _____ colour signifies that no special precaution is needed in washing instructions.
- (v) The crosswise yarns in a fabric are called _____ yarns.
- (vi) _____ Copy of lost and found is kept with the article.
- (vii) _____ is the result of restricted blood supply to some parts of the brain.

2 Do as directed : 6+8=14

(a) Answer any **three** : 3×2=6

(i) Write down the meaning of the following symbols



- (ii) Define par stock. What are the factors for setting up par stock?
- (iii) Explain linen exchange procedure.
- (iv) What is the standard linen size for Double size blanket and hand towel?

(b) Answer the following : 2×4=8

- (i) What is linen hiring? Give four advantages and disadvantages.
- (ii) Explain the Linen control in 4 phases with master inventory sheet.

3 Do as directed : 10+4=14

(a) Answer any **two** : 2×5=10

- (i) What are the housekeeping responsibilities while dealing with the under repair room ?
- (ii) What are the duties and responsibilities of floor supervisor?
- (iii) Explain turndown service.

(b) Answer the following : **2×2=4**

(i) How is second service different from turndown service?

(ii) Explain floor reportable.

4 What is housekeeping control desk? Mention any 12 registers or formats maintained by housekeeping desk. **14**

OR

4 How is lost and found articles classified? Explain the procedure for handling lost and found articles. **14**

5 What is an inspection checklist? Write down the points for Quick Six inspection. **14**

OR

5 What are the potential hazards in housekeeping? **14**
