



DBA-010-1202004 Seat No. _____

First Year (Sem. II) B. H. T. M. (CBCS) Examination

May – 2022

2.4 : Housekeeping - II
(New Course)

Faculty Code : 010

Subject Code : 1202004

Time : 3 Hours]

[Total Marks : 70

Instructions :

- (1) Question 1, 2 and 3 are compulsory. Attempt any **three** from Q. 4 to Q. 7.
- (2) The maximum marks are assigned in front of each question.

1 Fill in the blanks : 10×1=10

- a) _____ is the housekeeping department's second largest expense.
- b) In hotel where the _____ does not directly accept the guest laundry.
- c) The total _____ allocated for the linen room will depend on the size of the hotel.
- d) _____ implies dust held together firmly by moisture or grease on rough surfaces.
- e) _____ is done to collect dust when the floor surface is too rough for a dust mop.
- f) _____ is provided on the special request of a guest after the guestroom has already been serviced earlier in the day.
- g) Switch off all lights except the _____ to create a welcoming glow around the bed.
- h) Replace _____ linens with fresh ones.
- i) A _____ is filled in, on the basis of which linen is provided.
- j) All _____ found on the hotel premises should be handed over to the HK control desk.

- 2** Differentiate between any five : **5×3=15**
- a) Vacant room and vacated room
 - b) Florist and horticulturist
 - c) Suction cleaning and spray buffing
 - d) Turndown service and second service
 - e) Safety and security
 - f) Centralized and decentralized linen room
- 3** Write short notes on any five from the following : **5×3=15**
- a) Laundering
 - b) Inspection area
 - c) Mattress Protector
 - d) Pattern and texture
 - e) Flame - retardancy
 - f) Thermal Insulation.
- 4** What are the criteria for selection of the following articles of linen and soft furnishings for use in hotels? Explain in detail : **10**
- a) Blankets
 - b) Bedsheets
 - c) Towels
 - d) Shower curtains
 - e) Curtains
- 5** Define cleaning. Why do we clean ? Prepare the Standard Operating Procedures of daily cleaning of a guestroom. **10**
- 6** Draw a well-labelled layout of linen room in a large hotel and also write a brief note on linen and uniform room. **10**
- 7** Explain in detail the room status report and night report. What is schedule maintenance in hotel housekeeping ? **10**