

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

B.Sc. (H. & H.A.) Sem-II :SUMMER- 2022

SUBJECT : MANAGING HOUSEKEEPING OPERATIONS

Day : Friday

Time : 10:00 AM-12:30 PM

Date : 24-06-2022

S-19861-2022

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) What is Housekeeping Room Status Report
- b) Explain the use of Work Order Form in Housekeeping
- c) What is Linen Par?
- d) Explain the term 'Guestroom Inspection'
- e) What is Guest Pass?
- f) Explain the term ' Vestibule'
- g) Explain the term 'Light Linen'
- h) Explain the term 'Inspection Checklist'.

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

- a) List down the duties of a Public Area Supervisor.
- b) List down any 4 records maintained at Control Desk & write its Importance.
- c) Draw a neat and labelled layout of Laundry for a large hotel.
- d) What are the various types of Linen Room?

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

- a) List down any 4 Keys used in housekeeping department and write its use.
- b) List down any 4 function of Control Desk.
- c) List down the activities carried out in Linen room.
- d) Write down the procedure for exchanging Restaurant Linen in linen & uniform room

SECTION - II

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

- a) Explain the term White Ragging.
- b) What is Sanforizing?
- c) Explain the term 'Dry cleaning'
- d) Give the Full form of OPL
- e) What is Sericulture?
- f) Explain the term 'Napping'
- g) What is Weft?
- h) Explain the term 'Vanity Unit'.

P.T.O.

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

- a) Explain the term Dirty Dozen. List down the same.
- b) Write down any 4 different Fabrics used in Hotels in different areas.
- c) List down 4 equipment used in Laundry and explain function of each.
- d) Write down the general procedure to follow while removing Stains.

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

- a) Classify Fibres & give examples of each.
- b) List down 2 advantages and 2 disadvantages of Silk.
- c) List down 2 advantages and 2 disadvantages of Dry-Cleaning.
- d) Write down the procedure for handling Guest laundry.

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