

**BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)**  
**B.Sc. (H. & H.A.) Sem-II : WINTER : 2023**  
**SUBJECT : MANAGING HOUSEKEEPING OPERATIONS**

Day : Friday

Time : 10:00 AM-12:30 PM

Date : 8/12/2023

**W-19861-2023**

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) Faucets     | e) Vestibule       |
| b) Vanity Unit | f) Work Order Form |
| c) Antichlor   | g) Light Linen     |
| d) Thimbles    | h) Darning         |

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

- a) List down the duties of a Floor Supervisor.
- b) Explain the importance of Control Desk in housekeeping
- c) Draw a neat and labelled layout of Linen room for a large hotel.
- d) Write a short note on stock taking

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

- a) Explain in detail the importance of Key Control in hotel
- b) Explain the Lost & Found procedure with the help of flowchart.
- c) List down the reasons of Discarding linen & 3 reuses of Discard linen.
- d) Write a short note on par stock for Linen

**SECTION - II**

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

- |                  |               |
|------------------|---------------|
| a) Selvedge      | e) Spinning   |
| b) Yarn          | f) Seersucker |
| c) White ragging | g) Suzie      |
| d) Weft          | h) Gate pass  |

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

- a) Explain the Dry-cleaning procedure in brief.
- b) Write down any 4 different Fabrics used in hotels in different areas.
- c) List down 4 Laundry Equipments used in Laundry and explain use of each.
- d) Classify Stains and give example of each type.

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

- a) List down 2 advantages and 2 disadvantages of Silk.
- b) Write down any 4 points to differentiate between Natural & Man-made fibre.
- c) Write down the procedure for handling Guest laundry.
- d) List down 2 advantages and 2 disadvantages of Commercial Laundry.