

No. of Printed Pages : 03

Roll No.

B-173

B.H.M. EXAMINATION, May 2017

(Second Semester)

(Main & Re-appear)

BHM

BHM-106

HOUSEKEEPING-II

Time : 3 Hours]

[Maximum Marks : 70

Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit. All questions carry equal marks.

(1-05/1) M-173

P.T.O.

Unit I

1. Discuss cleaning process of the following :
 - (a) Elevators
 - (b) Back Areas
 - (c) Bar.
2. What do you understand by Pest and how it is controlled in a five start hotel ?

Unit II

3. Explain the procedure of a turn-down service in a single occupancy twin-room ?
4. Describe the procedure of bed-making in detail.

Unit III

5. Explain the following :
 - (a) Floor Supervisor
 - (b) Night Supervisor.
6. What are the various functions of housekeeping supervisors ? Discuss.

Unit IV

7. What do you mean by Bed Linen ? How these are selected in a large hotel ?
8. Explain the following :
 - (a) Handling Guest Laundry
 - (b) Procedure of preparing of hot and cold face towels.