

No. of Printed Pages : 03

Roll No.

E-173

B.H.M. EXAMINATION, Dec. 2017

(Fifth Semester)

(Main & Re-appear)

(BHM)

BHM-305

HOUSEKEEPING MANAGEMENT

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.

(3-25/5) M-E-173

P.T.O.

Unit I

1. Discuss the various steps that are used for making housekeeping budget in a five star hotel.
2. Write short notes on the following :
 - (a) Housekeeping room cost
 - (b) Housekeeping expenses.

Unit II

3. Write about every steps involved in the daily cleaning of a departure room.
4. Elaborate different types of cleaning agents which are used for stain removal. Also explain their care and storage.

Unit III

5. Explain planning for the provision of leisure facilities for the guest in a five star hotel.

6. Write short notes on the following :

- (a) Area inventory list
- (b) Standard operating procedure for floor cleaning.

Unit IV

7. Elaborate the various added features and modifications in the public area. Which are made especially for a handicapped guest in a star category hotel ?
8. Enlist the various typical housekeeping complaints. How are these situations handled in a five star hotel ?