



II Semester B.H.M. Degree Examination, June/July 2025

(SEP)

HOTEL MANAGEMENT
BHM 128 : Housekeeping – II

Time : 3 Hours

Max. Marks : 80

- Instructions :** 1) Read the instructions **carefully**.
2) Draw format **wherever** necessary.
3) Number the answer **correctly**.

SECTION – A

Answer **any seven** out of ten sub-question.

(7×2=14)

1. a) Expand OOO and O/C.
b) Write 4 types of guest room.
c) What do you understand by the term Lanai ?
d) What are the guest amenities ?
e) Write 4 types of cleaning agents.
f) What is the difference between spring and weekly cleaning ?
g) What do you understand by turndown service ?
h) What is the term known as par stock ?
i) Expand PH.
j) What is the use of room checklist for GRA ?

SECTION – B

Answer **any three** out of five question.

(3×8=24)

2. Draw the layout of suite room.
3. What is the procedure for a GRA to follow when entering a guest room ?
Explain.
4. Discuss the importance of guest corridors and floor pantry.



5. What specific product is commonly used to remove ink stains ?
6. Describe the different types of linen used in hotel.

SECTION – C

Answer **any three** out of five question.

(3×14=42)

7. How should different types of linen be stored separately to ensure easy access ?
 8. Discuss the different types of inventory systems used in housekeeping.
 9. Draw the layout of a double room and explain.
 10. What are the key step to care for leather and wood surfaces ?
 11. How should wall and floor coverings be cleaned and maintained ? Explain.
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