



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.