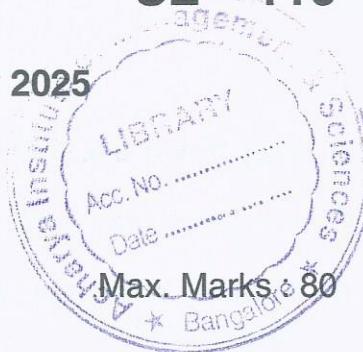




SE – 116

I Semester B.H.M. Examination, January 2025
(SEP 2024–25)
HOTEL MANAGEMENT
BHM 127 : Housekeeping – I



Time : 3 Hours

Instructions : 1) Number all questions correctly.
2) Make diagrams where needed.

SECTION – A

Answer any 7 questions in not more than 2 sentences :

(7×2=14)

1. a) List 4 formats used in control desk.
- b) Give two important functions of the executive housekeeper.
- c) Give 4 contents of a floor pantry.
- d) Why is the housekeeping department so important in a hotel ?
- e) Distinguish between briefing and de-briefing.
- f) Give the names of 4 cleaning agents used by housekeeping.
- g) What is a vacuum cleaner ?
- h) List the sub-sections of the house keeping department.
- i) List 2 precautions we should keep in mind while cleaning the lobby.
- j) Give 2 functions of the control desk supervisor.

SECTION – B

Answer any 3 questions in not more than 2 pages :

(3×8=24)

2. Write a note on the lost and found procedure.
3. Give the roles and responsibilities of the public area supervisor.
4. Write a note on cleaning of public areas.
5. What is a 'Duty Chart', make the format and bring out its importance ?
6. Mention the key responsibilities of the housekeeping 'Executive housekeeper'.

P.T.O.



SECTION – C

Answer any 3 questions in not more than 4 pages :

(3×14=42)

7. What is a 'Purchase Cycle', elaborate with indent format.
8. Give the roles and responsibility of all the supervisors in the housekeeping department.
9. Make the layout of the housekeeping department, mention the function of each subsection.
10. Write short notes on :
 - a) Role of public area attendant.
 - b) The vacuum cleaner and types.
 - c) Guest arrival and departure.
11. Bring out the duty routines of the housekeeping department.