Printed Pages: 01 **Sub Code: HMCT204**

Paper Id: 174211 **Roll No.** | | | | | | | | | | |

BHMCT
(SEM II) THEORY EXAMINATION 2018-19
HOTEL HOUSEKEEPING-II

Time: 3 Hours ***Total Marks: 100***

Note: Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

1. Attempt *all* questions in brief. 2 x 10 = 20

a. Amenities
b. VIP
c. Upholstery
d. SOP
e. Discrepancy Report
f. Tarnish
g. Chamois
h. Mosaic tiles
i. Drapery
j. HWC

SECTION B

2. Attempt any *three* of the following: 10x3=30

a. How are Lobbies, Restaurant and Guest corridors cleaned?
b. Write a note on wall covering and their types.
c. What are the various types of floor finishes? Explain.
d. Explain Guest Room Inspection checklist with format.
e. What do you understand by control desk?

SECTION C

3. Attempt any *one* part of the following: 10x1=10

a. Explain duty roaster with suitable format?
b. Discuss telephone handling in details.

4. Attempt any *one* part of the following: 10x1=10

a. What are the points to be considered while selecting a flooring?
b. Discuss the forms and reports used in housekeeping control desk?

5. Attempt any *one* part of the following: 10x1=10

a. Discuss functions for which housekeeping department co-ordinate with front office and maintenance.
b. What are the various leisure areas in a hotel? How are they cleaned?

6. Attempt any *one* part of the following: 10x1=10

a. How are carpet cleaned and maintained?
b. What is periodic cleaning & Spring cleaning?

7. Attempt any *one* part of the following: 10x1=10

a. What is EPNS? How is it cleaned & polished?
b. What protective finishes may be applied on wood.

www.aktuonline.com

http://www.aktuonline.com