Sub Code:HMCT504

Paper Id: 174510 Roll No:

BHMCT
(SEM-V) THEORY EXAMINATION 2019-20
HOTEL HOUSEKEEPING-V

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. What is renovation?
b. Define contract cleaning.
c. Explain Ecotel Hotels.
d. What is par level?
e. What is par stock?
f. Define linen inventory.
g. Explain par Stock.
h. What is renovation?
i. Explain fly ash.
j. Define grey water.

SECTION B

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

a. Draw the format of duty Rota. Explain its importance.
b. Explain the significance and applications of par stock.
c. Discuss the term physical survey and work specification.
d. Why do hotels renovate their properties?
e. Elaborate GRN.

SECTION C

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

a. How many types of purchasing used in the housekeeping department? Explain
b. What is contract? Discuss the various jobs that can be given on contract.

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

a. How would you handle a VIP guest in a hotel?
b. Write a short note on loss prevention.

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

a. What do you understand by crisis management? And discuss the various reasons for the crisis in the hotel.
b. Explain the various types of renovation**.**

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

a. What is stock taking and why it is important?
b. What is the procedure that needs to be carried out prior redecoration of a hotel?

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

a. What is work analysis?
b. What is renovation?

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