PAPER ID-310086

Subject Code: RHM704

Roll No: | | | | | | | | | | | | | |

BHMCT
(SEM VII) THEORY EXAMINATION 2020-21
HOUSEKEEPING V

Time: 3 Hours ***Total Marks: 70***

Note: 1. Attempt all Sections. If require any missing data; then choose suitably.

SECTION A

1. Attempt *all* questions in brief. 2 x 7 = 14

a.	What is planning?
b.	What is housekeeping?
c.	What is refurbishing?
d.	What is inventory?
e.	What is store?
f.	What is the safety stock level in housekeeping?
g.	Write down the definition of housekeeping department.

SECTION B

2. Attempt any *three* of the following: 7 x 3 = 21

a.	What do you understand by the work analysis?
b.	What is physical survey?
c.	What do you understand by the work schedule?
d.	What do you understand by the contract cleaning?
e.	What do you understand by the work-study?

SECTION C

3. Attempt any *one* part of the following: 7 x 1 = 7

(a)	Define par stock.
(b)	How to do differentiatebetween commercial cleaning and residential cleaning?

4. Attempt any *one* part of the following: 7 x 1 = 7

(a)	Define the procedure of stocktaking.
(b)	Define the duty responsibilities of storekeeper.

5. Attempt any *one* part of the following: 7 x 1 = 7

(a)	Write down the advantage and disadvantage of contract cleaning in the hotel linen
(b)	Write down the different method of pricing.

6. Attempt any *one* part of the following: 7 x 1 = 7

(a)	Draw the appropriate format of duty roster.
(b)	How to handle the VIP,CIP guest in the 5 star hotel?

7. Attempt any *one* part of the following: 7 x 1 = 7p

(a)	Define the purchase cycle.
(b)	Write down the note on “crisis management”.