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21BHM1C3HK1(47162)



Sl. No.

B.H.M. I Semester Degree Examination, April/May - 2024

HOUSE KEEPING

(NEP)

Time : 2 Hours

Maximum Marks : 60

SECTION - A

1. Answer the following questions. **10x1=10**
- (a) What is Turn down service ?
 - (b) What is Zed bed ?
 - (c) Expand DND.
 - (d) What is Sleep out ?
 - (e) What do you mean by Spring Cleaning ?
 - (f) Expand HWC.
 - (g) What do you mean by House Keeping ?
 - (h) What is Buffing ?
 - (i) What do you mean by Room Amenity ?
 - (j) What do you mean by Double Locked (DL) ?

SECTION - B

- Answer **any four** of the following questions. **4x5=20**
- 2. Explain the duties and responsibilities of House Keeping.
 - 3. Draw and explain the layout of House Keeping department.
 - 4. Explain the factors affecting the room rates.
 - 5. Explain the safety rules of House Keeping department.
 - 6. Explain the functions of House Keeping department.
 - 7. Discuss the types of rooms in detail.



P.T.O.

SECTION - C

Answer **any three** of the following questions.

3x10=30

8. Draw the organisation structure of the House Keeping department with the job description and specification.
9. Explain the importance of House Keeping department.
10. Explain the types of rates and codes used in Hotel Industry.
11. Write short notes on :
 - (a) R₁-R₉ chemicals used in Hotel industry.
 - (b) Room Cleaning Process.
12. Explain the industrial training program of Hotel management with your personal experience in hotels.

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