

I Semester B.H.M. Examination, April/May 2021  
(Freshers and Repeaters)  
(CBCS) (2015-16 and Onwards) (Semester Scheme)  
**HOTEL MANAGEMENT**  
**1.5 : Housekeeping – I**

Time : 3 Hours

Max. Marks : 70

- Instructions :** i) Answer *all* questions.  
ii) Read the questions *carefully*.  
iii) Number the questions *correctly*.

## SECTION – A

1. Answer **any five** questions in **not more than three** lines : **(5×2=10)**
- Define the term "Amenity".
  - What is "Lanai" ?
  - What are "Guest Loan Items" ?
  - Who is a "Horticulturist" ?
  - Expand the following :
    - SB
    - DOS.
  - What is meant by PARSTOCK ?
  - Mention the types of gate pass.

## SECTION – B

- Answer **any three** questions **not exceeding two** pages : **(3×6=18)**
- Write a short note on importance of housekeeping.
  - Write a note on :
    - Linen control.
    - Lost and found procedure.
  - Draw the layout of single and double room.
  - Explain the gate pass procedure.
  - Explain the process of ecotel-certification.



SECTION – C

Answer **any three** questions **not** exceeding **three** pages : (3×14=42)

7. Explain the interdepartmental co-ordination with other departments of hotel.
  8. Draw and explain the layout of Linen and Uniform Room. Briefly discuss the form and formats used here.
  9. Write a note on :
    - i) Waste management.
    - ii) Energy and water conservation.
  10. Explain the following :
    - i) Forms and formats maintained in control desk.
    - ii) Activities carried out in Linen and Uniform Room.
  11. Explain in detail how housekeeping department sets your hotel apart from other hotels.
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