



SG – 578

IV Semester B.H.M. Examination, September/October 2021
(F+R) (CBCS) (2016-17 and Onwards)
HOTEL MANAGEMENT
Paper – 4.5 : Housekeeping – III

Time : 3 Hours

Max. Marks : 70

Instruction : Read *all* instructions and answer the questions.

SECTION – A

Answer **any five** questions of the following. **Each** question carries **2** marks : (5×2=10)

1. a) Who is a public area supervisor ?
- b) Mention the different types of contracts.
- c) Mention any six important contents of firstaid box.
- d) Expand O.P.L.
- e) What are staple fibres ?
- f) Define parstock.
- g) What is Ikebana ?

SECTION – B

Answer **any 3** questions of the following. **Each** question carries **6** marks : (3×6=18)

2. State the general rules for making flower arrangements.
3. Explain snagging list with a format.
4. Discuss the advantages and disadvantages of a contract laundry.
5. What is the importance of uniforms in hotels ?
6. Enlist 12 flowers used in a flower arrangement.

P.T.O.



SECTION – C

Answer **any three** questions of the following. **Each** question carries **14** marks : (3×14=42)

7. As a floor supervisor in hotel XYZ, how will you handle a guest complaint ?
 8. Explain the firstaid procedures for the following emergencies
 - a) cuts
 - b) burns
 - c) fainting
 - d) epileptic fits
 - e) heart attack
 - f) sprain
 - g) nosebleed.
 9. Discuss Natural and manmade fibres and explain two advantages and disadvantages of each.
 10. Explain laundry flow process of a 5 star hotel.
 11. Explain the procedures and tasks involved in renovation and refurbishment.
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