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J-3791[UP-7045]

[2037]

B.Sc. HMCTT (Semester - 2nd)

HOTEL HOUSEKEEPING - II (B.Sc. HMCTT - 201)

Time : 03 Hours

Maximum Marks : 75

Instruction to Candidates:

- 1) Section - A is **compulsory**.
- 2) Attempt any **Nine** questions from Section - B.

Section - A

Q1)

(15 x 2 = 30)

- a) Parstock
- b) Spring cleaning.
- c) Hygiene.
- d) Guest supplies.
- e) Grand master key.
- f) Detergent.
- g) Semi hard flooring.
- h) Turn down service.
- i) DL.
- j) Scanty Baggage.
- k) NC.
- l) Health club.
- m) Valet service.

P.T.O.

- n) Tarnish.
- o) Uniform.

Section - B

(9 x 5 = 45)

- Q2)** Explain Bed making procedure.
- Q3)** What are various equipment and Accessories used in Linen and uniform room.
- Q4)** What do you understand by weekly cleaning programme.
- Q5)** List out various types of keys and explain any three of them.
- Q6)** How you will clean and take care of Brass and stainless steel.
- Q7)** Draw layout of Linen Room.
- Q8)** Enlist various guest floor rules in a hotel.
- Q9)** How you exchange room Linen, Give its format also.
- Q10)** What is weekly cleaning programme explain.
- Q11)** What do you understand by checklist, explain.
- Q12)** Inspection plays an important role in supervision, explain it.
- Q13)** What is Baby sitting and V.I.P guest.

