



Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-1)**  
**ACCOMMODATION OPERATIONS-I**

Subject Code : BHMCT-107-18

M.Code : 75141

Date of Examination: 18-12-2023

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

**SECTION-A**

1. Write short notes on :

- a) Linoleum Floors
- b) Spring Cleaning
- c) Guest supplies
- d) Amenities
- e) EPNS
- f) Grubs
- g) Abrasives
- h) Night Supervisor
- i) Rexene
- j) Chamois.

**SECTION-B**

2. Briefly discuss various traits of housekeeping personnel.
3. What are the hygiene and safety factors in cleaning?
4. Describe the preventive measures for pest control.
5. Draw a labelled layout of housekeeping department.
6. What are abrasives? Write their uses.

**SECTION-C**

7. Explain the inter-departmental relationship of housekeeping department with front office and accounts department.
8. Elaborate the standard supplies and amenities that are placed in guest room.
9. Write the role of housekeeping in guest satisfaction and repeat business.

**NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.**



